

University of New Mexico NEC MLC Softphone User Guide



**THE UNIVERSITY OF
NEW MEXICO.**

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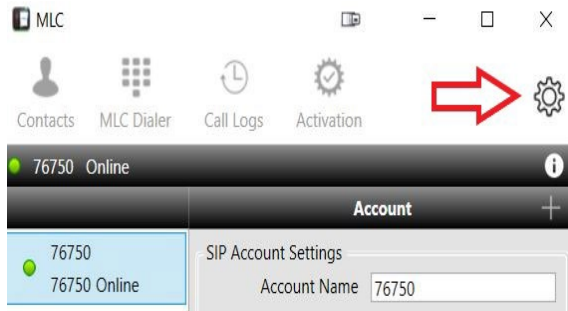
About this Guide

This guide is intended for NEC MLC users on the University of New Mexico telephone system. The goal of this document is to assist with installation of the application and using the softphone client.

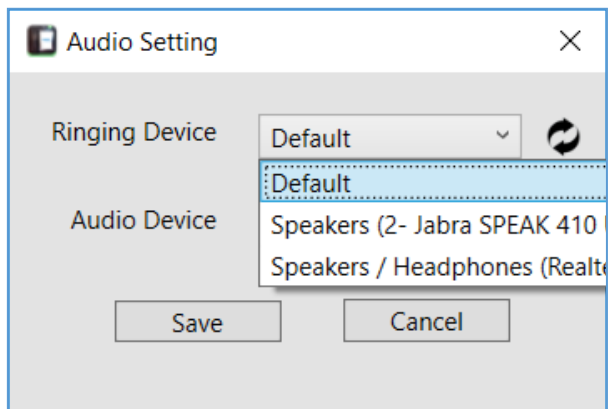
This guide supports **MLC Version 1.1.0.25** for Windows (Windows 10 or newer) and Mac OS (Mac OS X 10.5 or newer)

Selecting your Voice and Audio Devices

1. Select the gear icon in the upper right corner of the MLC Client



2. In the **General** section, Select **Audio Settings**
3. Select your preferred **Ringing Device** and **Audio Device** options



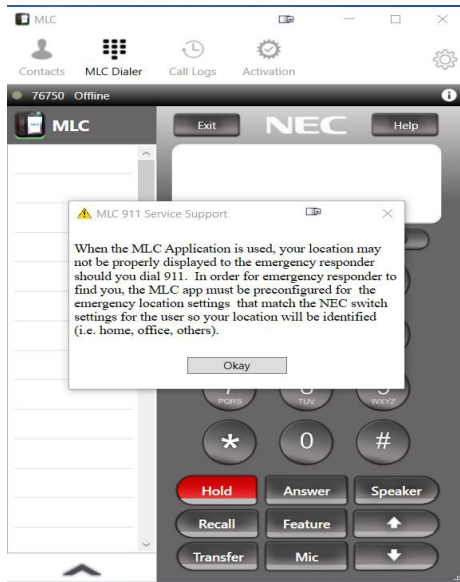
4. Select **Save** to apply your choices

Using MLC Client

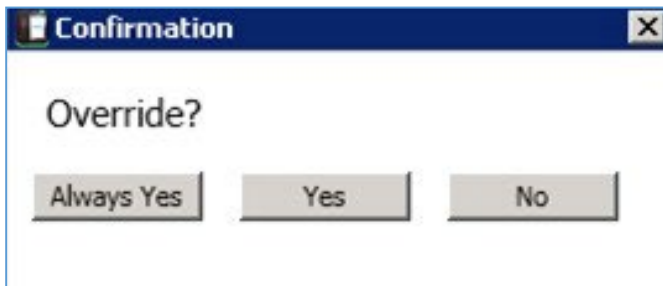
1. To launch the MLC Client, select the icon on your desktop



2. You will be presented with a pop-up, which details the MLC clients “911 Location” support. The UNM MLC softphone will allow dialing of 911 however the calls will go to UNM Campus Police and the location of your PC will not be displayed. In an emergency dial 911 from a cell phone or a land line as Campus Police do not respond to locations outside of UNM Campus



3. Upon opening the MLC Dialer, you *may* be prompted to Override?

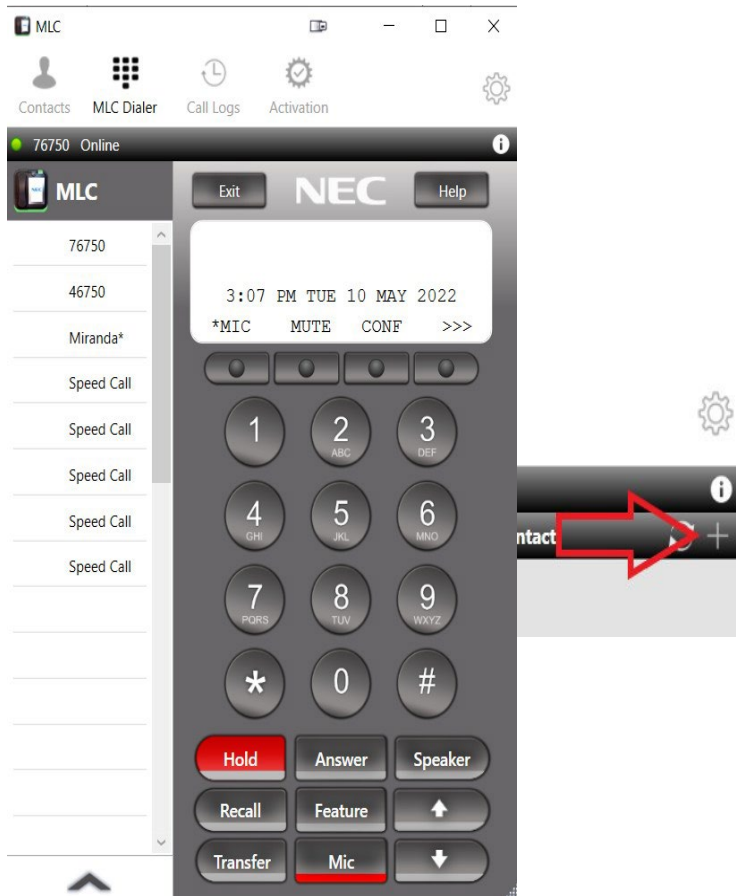


Select **Yes** to override existing logins and log in to your softphone (you may have to select **Yes**, multiple times)

Note: It is *NOT* recommended to select **Always Yes**

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4. Select **MLC Dialer** in the top of the client to see the keypad, softkeys, and feature buttons



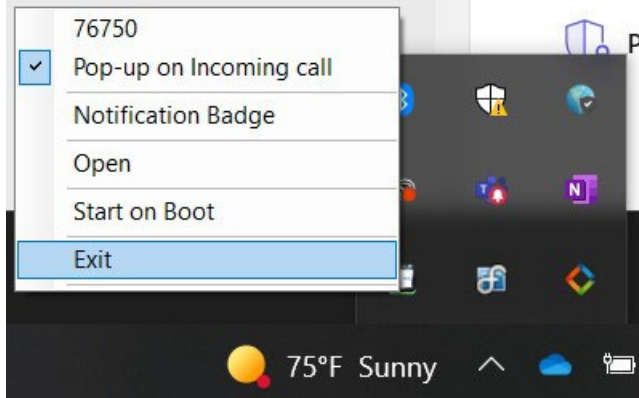
5. To create contacts in MLC Client, select the **Contacts** tab, then select the + sign to add new contact

Next enter all contact info and then select Save

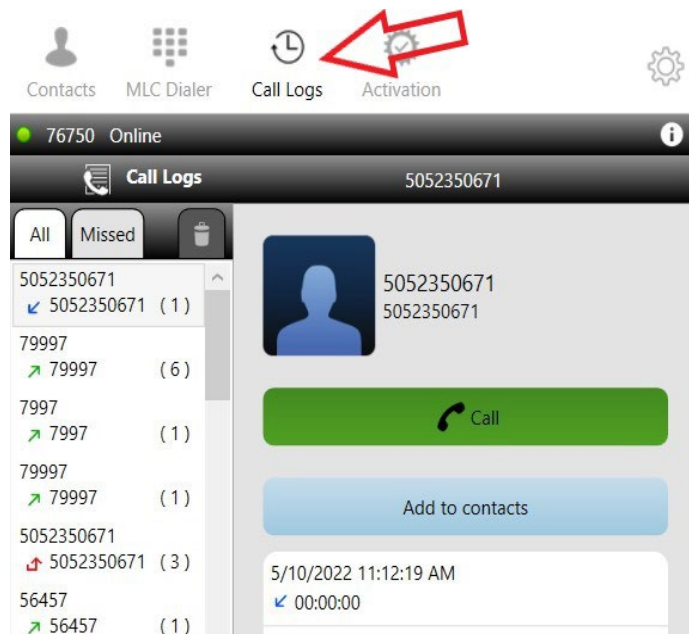
A screenshot of the 'Add Contact' form. It has two main sections: 'User Details' and 'Contact Numbers'. Under 'User Details', there is a profile picture placeholder and text input fields for 'First Name' (containing 'Estevan') and 'Last Name' (containing 'Montoya'). Under 'Contact Numbers', there are input fields for 'Home', 'Work' (containing '5052776750'), 'Mobile', and 'Other'. A 'Save' button is located at the bottom of the form.

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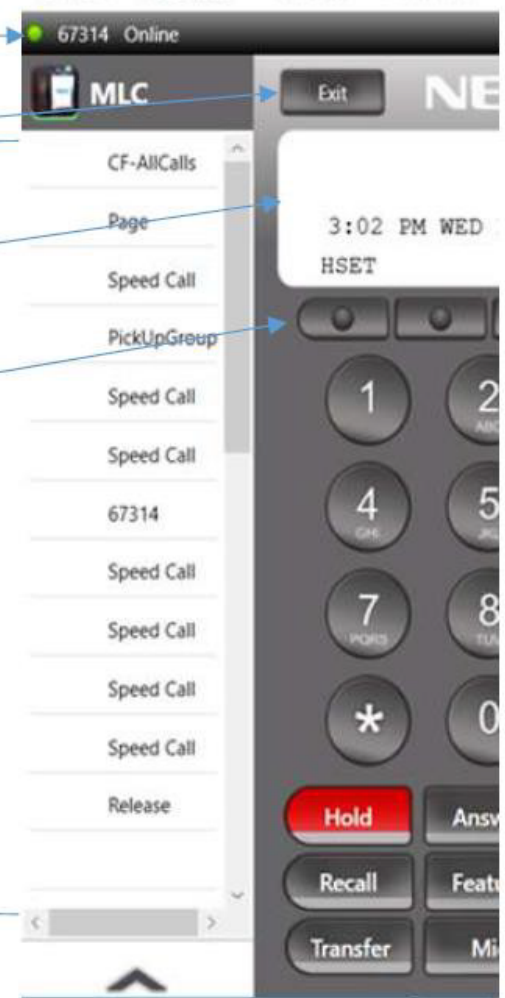
6. To Exit the MLC Client, go down to the taskbar, select the caret for **Show Hidden icons**, Right-click on MLC and exit out through there



7. To view your call logs, select the **Call Logs** button. This will display All calls and Missed calls.



MLC Softphone Key Overview



The screenshot shows the MLC softphone interface. At the top, there are navigation icons for Contacts, MLC Dialer, Call Logs, and Activation. Below these, the status bar shows '67314 Online'. The main display area is divided into two sections: a left sidebar with a list of feature keys and a right section with call control buttons. The feature key list includes 'CF-AllCalls', 'Page', 'Speed Call', 'PickUpGroup', and several 'Speed Call' entries, followed by the number '67314', more 'Speed Call' entries, and a 'Release' button. The call control section includes an 'Exit' button, a digital display showing '3:02 PM WED' and 'HSET', a numeric keypad (1-0), and buttons for 'Hold', 'Answer', 'Recall', 'Feature', 'Transfer', and 'Mute'.

Status Display
Displays station login, incoming call and message waiting status information

Exit
Enables user to quit “Help” mode and other phone options by pressing this key

Station Display
Displays call / feature activity information plus date, time and soft-key operation

Soft Keys
Enables one-touch access to displayed features shown

32 Line / Feature Keys
4 pages of 8 keys

Place a call

1. Select the **Speaker** button to get dial tone
2. Use the mouse to select digits you want to dial
3. Select either the **Speaker** or **Release** button to end the call

Accept a call

1. Use the mouse to select the **Answer** button

Call Control Keys

Hold – Places internal/external call on hold

Answer – Press for incoming calls or to retrieve call on Hold

Speaker - Controls built-in speaker which can be used for hands-free dialing/monitoring; switch audio during active calls

Recall – Finishes a call when pressed and enables user to place another outgoing call upon hearing dial tone

Feature – Enables programming of One-Touch Speed Dial Keys and used to activate telephone set-up functions

Transfer – Move calls to another person easily without attendant assistance

Mic – Controls microphone during hands-free speakerphone calls

Up / Down Arrows – Volume control



Returning to Desk Phone Use

1. The desk phone will reboot when the MLC client is enabled. It will be unusable until the desk phone replaces the MLC as the connected device.
2. To return to using your desk phone, please click on **Yes** on the soft key on the desk phone display to confirm the override.

Note: When returning to Desk Phone use, if you may be prompted to register to the main phone system:

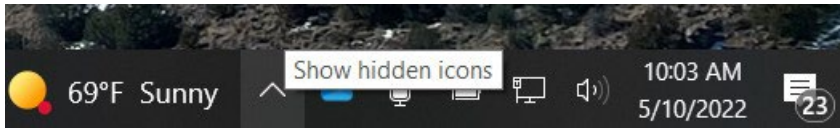
1. Enter the username [your 5-digit extension number] then press the **SET** softkey
2. Enter the password [your 5-digit extension number] then press **OK** softkey

Frequently Asked Questions

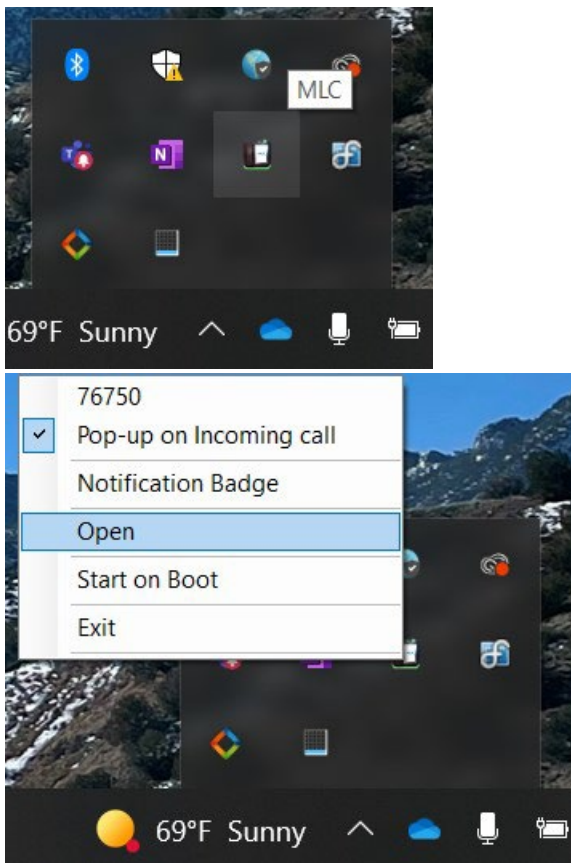
Q: *I am not able to re-open the application window. How do I get back to it?*

A: To re-open the application window:

1. The application is already open, but running in the background
2. Navigate to the System Tray and select the up caret to show all running applications

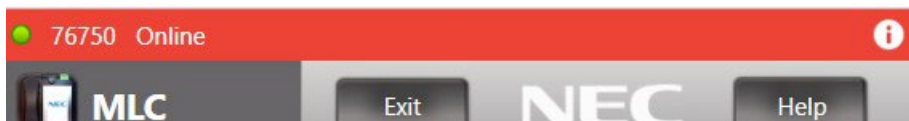


3. Find the MLC icon, right-click and select **Open**



Q: *How do I know when I have a voicemail?*

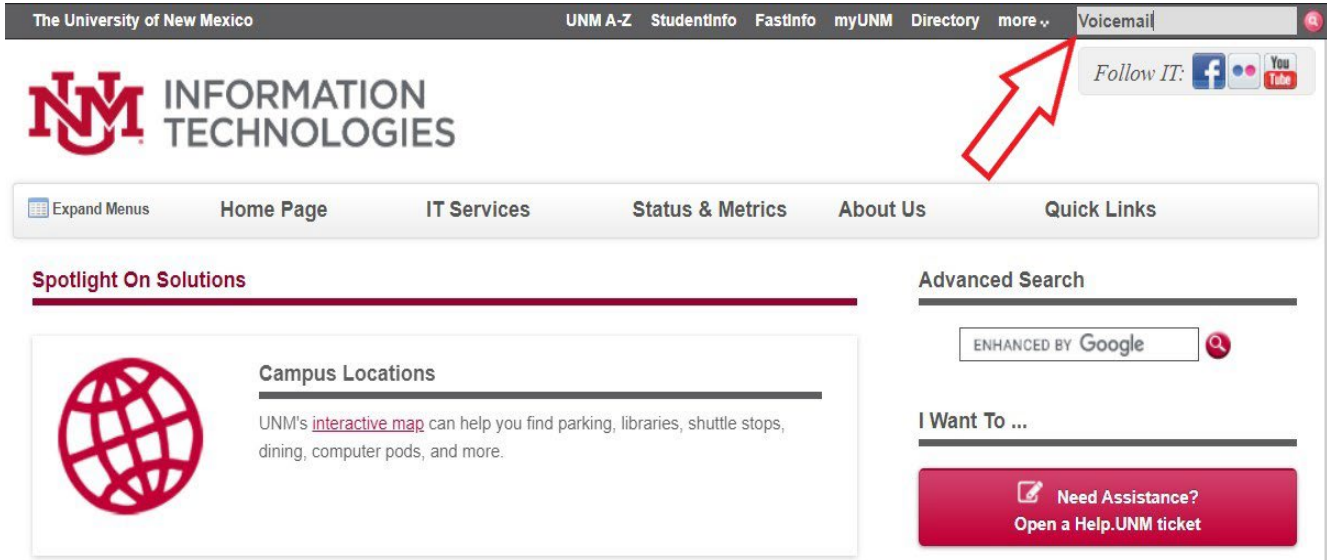
A: The red message waiting indicator bar will be illuminated.



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Q: How do I access voicemail?

A: Access your voicemail as you would from your desk telephone. Dial 79997 and enter your passcode. The complete telephone and voicemail reference guides are available at <http://it.unm.edu/> and then simply searching for Voicemail.



Q: How do I retrieve a call from hold?

A: To retrieve a call from hold:

1. When a call is on hold there will be a green flashing oval next to the line where the call is on hold
2. To retrieve the call, click on the line with the green flashing oval. In some cases, scrolling through the line keys may be required to find the line with the green oval beside it.



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Q: How do I log into an ACD line?

A: Select the “Log on” line key and enter your logon ID just like you would on your desk telephone.

Q: What if I have to call 911?

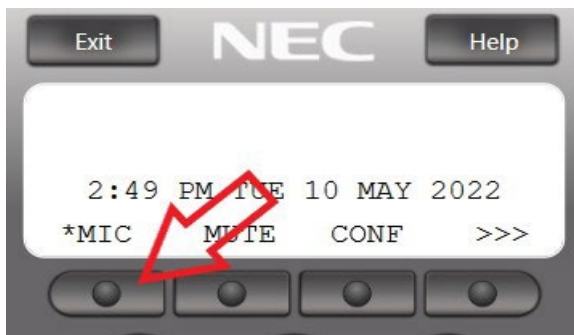
A: When using the Softphone client, your physical location may not properly display to emergency responders should you dial 911. In order for emergency responders to find you, you must use a telephone from your physical location (land line, home phone, cellular phone, etc.)

Q: I can make a call, but the other caller cannot hear me?

A: Make sure the **button** is selected, when on there will be a red line underneath the icon. You can



also turn on the **Mic** by selecting the radial button, underneath the word Mic on the softphone display



Note: If this does not work, please make sure to check the **Audio Settings**, this can be found on page 7.