

Outlook Address Book Integration

1.0 Overview

As the primary email client for business users, Microsoft Outlook has also become a central store of personal and business contacts for many users. Zultys Technologies' industry leading unified communications client, MXIE (Media Exchange Interface for End-users), from release 3.2.10 onwards, integrates seamlessly with Microsoft Outlook Contacts delivering functionality such as screen pops on incoming calls and direct access for initiating outgoing calls.

2.0 Feature Set

The following features are provided by MXIE Outlook Address Book Integration:

- All contact folders visible in MS Outlook appear in the MXIE address book
- Updates to existing contact records in MS Outlook are immediately reflected in MXIE
- MXIE Screen pops display contact information based on Caller ID match to Outlook contact
- Initiate and transfer calls to Outlook Contacts directly from MXIE
- Call Log history displays Outlook Contact names based on Caller ID

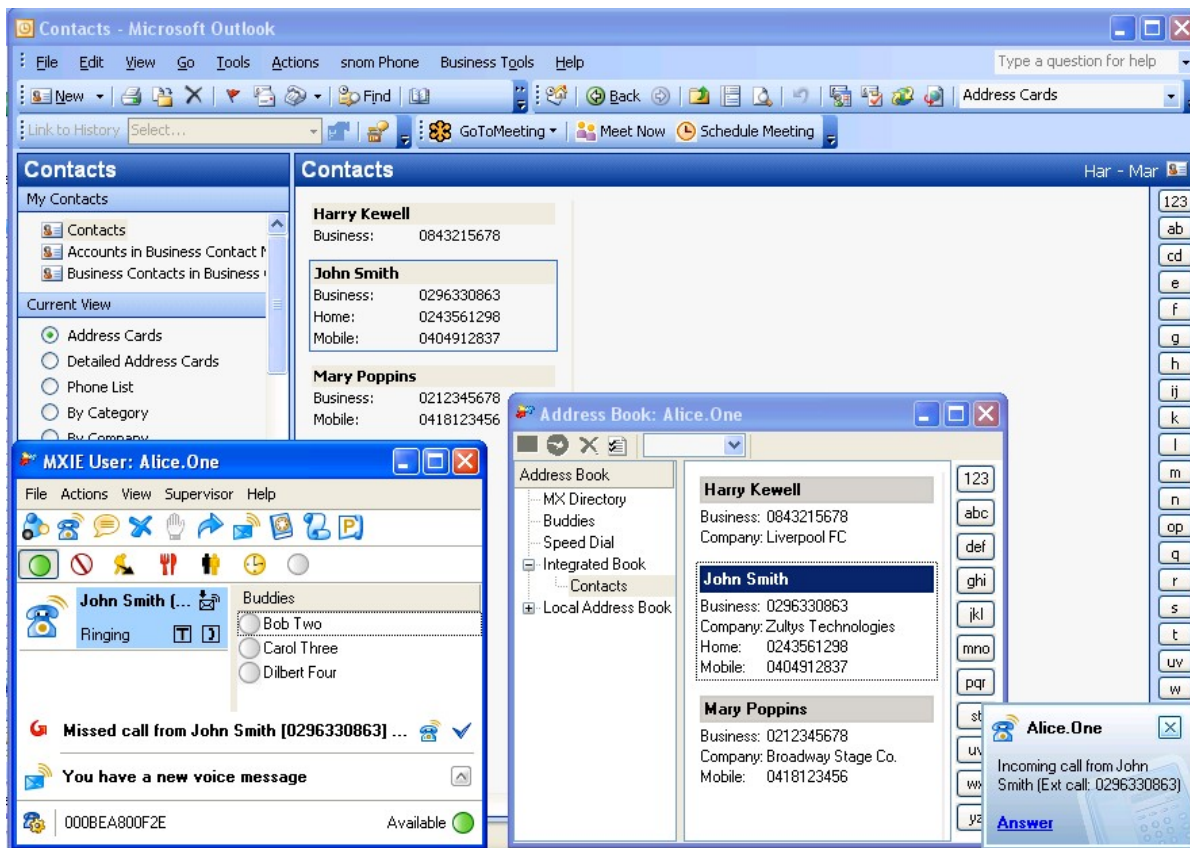


Figure 1: Outlook contacts, MXIE address book and screen pop showing linkage



3.0 Enabling Outlook Address Book Integration

Outlook Address Book Integration is enabled via the MXIE Address Book preference screen. Select - **File** | **Preferences** | **Address Book** then tick '**Microsoft Outlook**'. Press **Apply** / **OK** to accept change.

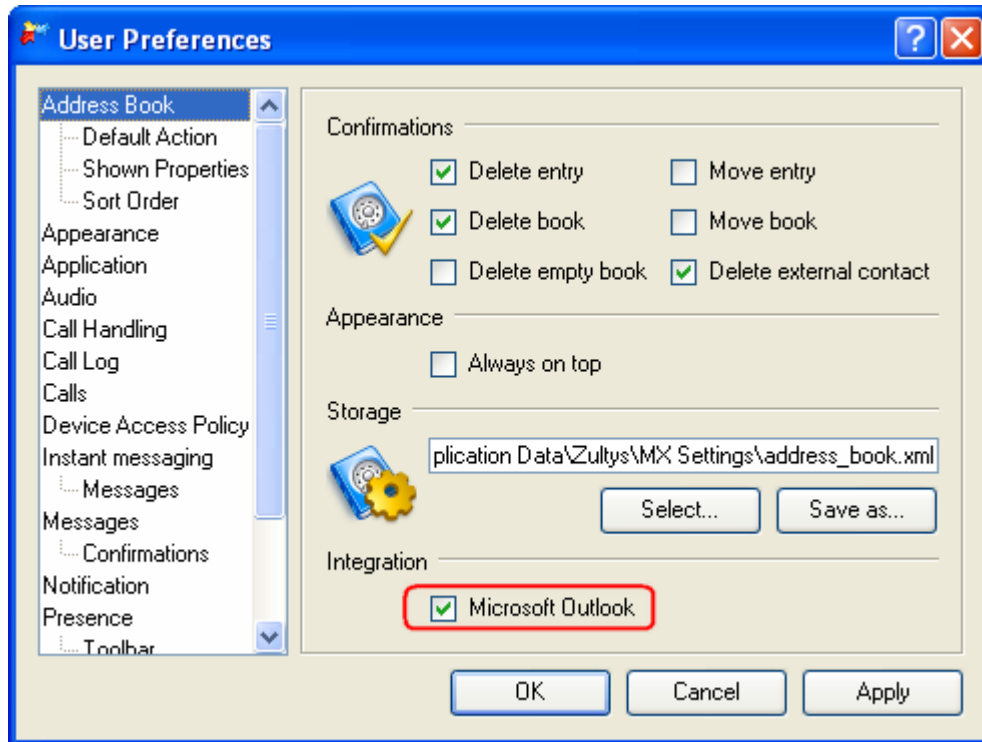


Figure 2: Address Book preference settings

4.0 About MXIE

The MXIE (Media eXchange Interface for End-user) client application allows employees to fully exploit the unified communications facilities provided by Zultys Technologies' industry leading, SIP based, IP-PBX systems.

MXIE allows Users, Operators and Call Center Agents to manage all voice, fax, instant messaging and presence tasks from the one easy to use client application.

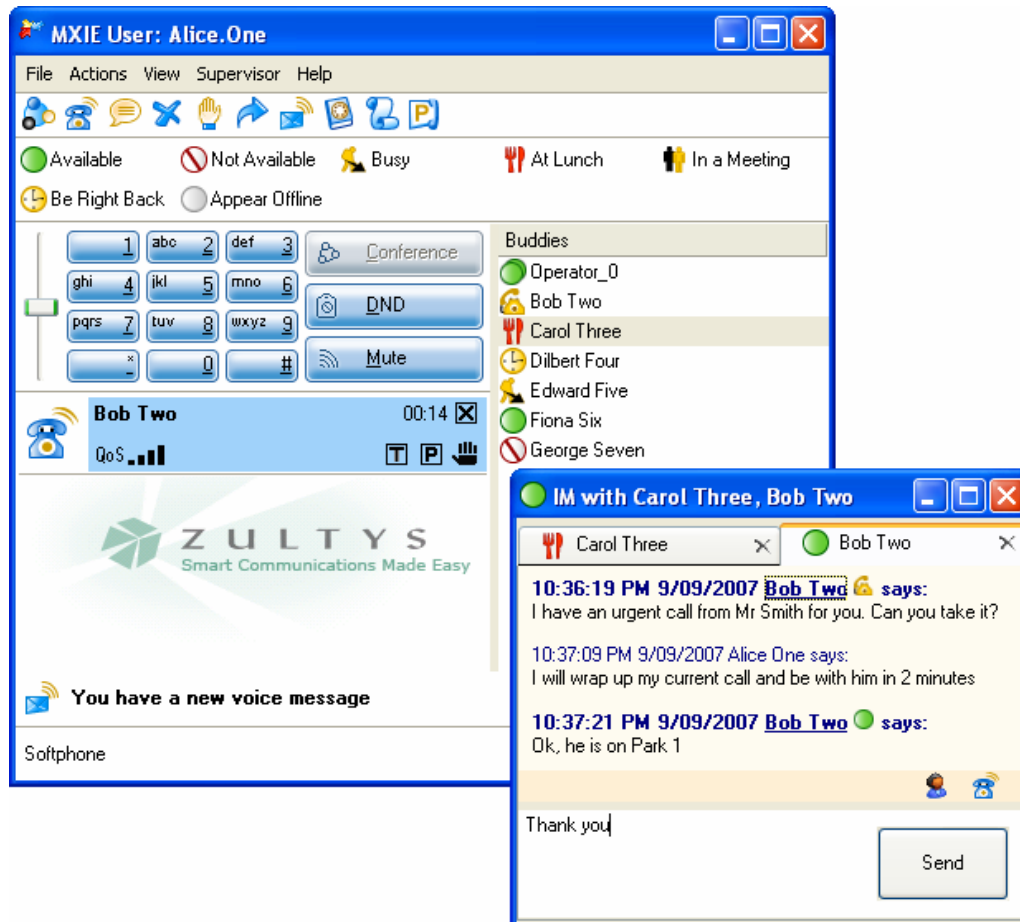


Figure 3: Main MXIE screen and instant message session

Enterprise wide secure instant messaging combined with real-time presence information and integrated call handling rules allow employees to work more efficiently, improving both internal and external communications, delivering measurable benefits to an organizations bottom line.

The MXIE unified client operates on Microsoft Windows, Apple OSX and Linux desktop operating systems and provides a single interface for users, operators and call center agents.

For further information visit www.zultys.com