



# Enhance Your Business Communications: Recent Upgrades to ZAC



I'm excited to share some major updates regarding your Zultys application! Release 18 and ZAC 9.0 are now available for download and installation.

This latest release introduces requested capabilities, enhancements to current features, and an improved user interface for a seamless experience across devices. Zultys is making it easier for you and your colleagues to communicate and collaborate, whether it's via ZAC, Web ZAC, or Mobile ZAC. Use this new version for video conferencing improvements and overall productivity enhancements to better serve your customers.

Zultys keeps getting better and better — with this new release, you now have access to:

### Multimedia Messaging Service (MMS)

Send multimedia messages (MMS) to mobile numbers and receive them through both ZAC and Web ZAC. You can select the channel of communication through a dropdown menu and then choose a mobile number. To send a file, simply click on the paperclip icon or directly paste an image into the chat.

### Voicemail and Fax Management

Zultys enhanced the user experience for managing voicemails and faxes with several convenient features:

- You now have access to detailed information regarding voicemail and fax storage, including the count of stored voicemails and faxes and the remaining available storage space.
- Deleted voicemails and faxes are now stored under dedicated tabs, allowing you to retrieve and restore items to your inbox or permanently remove them.
- Simplified controls enable you to perform bulk actions with ease. With just a few clicks, you can select multiple voicemails and faxes using options like all, none, read, and unread. Furthermore, you can mark selected items as read or unread, or delete them collectively.
- To enhance readability, Zultys' fax and voicemail interface now presents names and phone numbers on separate lines.
- Newly introduced red and blue icons alongside faxes provide status information at a glance. A red icon indicates a failed fax transmission, while a blue icon signifies an ongoing sending process.

### Improved Call Panel and Video Controls

Zultys made significant enhancements to the call panel's design, improving the user interface for seamless navigation. The new UI now features clearer icons and simplified functionality, making it effortless to manage video and audio settings, screen sharing, and participants.

In ZAC 9, Zultys expanded the participant capacity, now supporting up to 100 participants in conferences. Participants are divided between screens, with up to 20 participants displayed on each screen. Easily navigate the screens by using the arrows on the sides or the slideshow bullets at the top.

### Ad Hoc & Ongoing Conference Types

With the updated ad hoc conference feature in ZAC 9, any participant who is added to a one-on-one chat, voice call, or video call can also share screens and attach files to conversations, enabling seamless collaboration. Conversations can be converted to chat groups and saved for later.

You can now also create ongoing conference types. Ongoing conferences can be scheduled and started at any time, allowing for flexible and dynamic teamwork. Internal and external participants can be invited to ongoing conferences by email or by copying a link to share. Ongoing conference functionality is a simple way to create your own personal conference room with a unique persistent conference ID. Additional enhancements to Release 18 and ZAC 9 include:

- **SMS From Company Numbers:** You now have the option to have SMS messages appear as if they were sent from your company's number rather than your individual user DID. This feature enables you to utilize shared numbers when sending outgoing SMS messages via ZAC, Web ZAC, and Mobile ZAC.
- **ZAC Auto Update:** The process of updating to new ZAC versions has been streamlined with the new auto-update feature. This feature ensures that you are kept informed about new releases.
- **Multifactor Authentication:** MFA provides additional system protection and improved account security by requiring a second form of identification before granting access to the system. It significantly reduces the risk of unauthorized login attempts and can help prevent identity theft and phishing attacks.
- **ZAC Failover Support:** Release 18 and ZAC 9 have enhanced disaster recovery and failover capabilities. Failover functionality automatically switches to a backup system in the event of a failure or outage, ensuring uninterrupted operations.
- **Past Conference Management:** Conference participants now have the flexibility to retain past conferences as records for future reference, which appear under the Past tab. These saved past conferences also contain the messages and files that were exchanged during the conference.
- **Emergency Call Notification Options:** Emergency call notifications were previously sent only to the operator via ZAC. Now, any configured user can receive a notification that an emergency call was made. The feature utilizes the number list function to send notifications via SMS or email.

Leverage this new release for an improved user experience and interface with the addition of enhanced capabilities to elevate your business communications to the next level.