



UNIVERSITY *of*  
**ROCHESTER**

**MultiLine Client**

**MLC Softphone**

**User Guide**

**For support or suggestions for this guide:**

**University IT  
585-275-2000  
UnivITHelp@rochester.edu**

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## About this Guide

This guide is intended for NEC MLC users on the University of Rochester 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 1.1.0.8** for Windows (Windows 10 or newer) and Mac OS (Mac OS X 10.5 or newer).

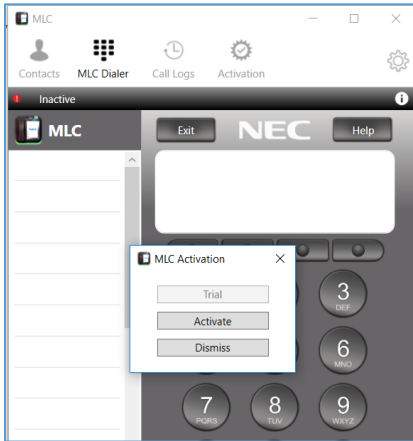
## Support

For additional assistance using the MLC client or to provide suggestions for this guide, contact:

University IT  
585-275-2000  
[UnivITHelp@rochester.edu](mailto:UnivITHelp@rochester.edu)  
[tech.rochester.edu](http://tech.rochester.edu)

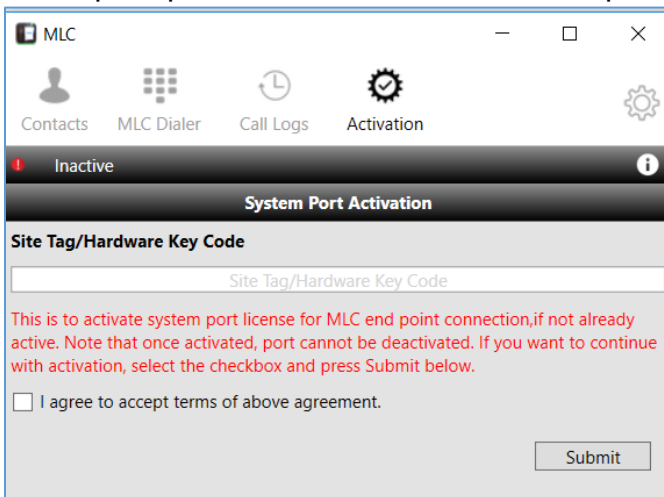
## Activating the MLC Client

1. The first time the application is launched a prompt displays to select **Trial / Activate / Dismiss**



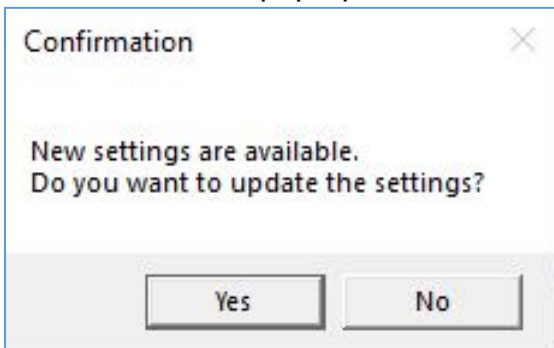
2. Select **Activate**

3. When prompted, enter the activation code provided by University IT



4. Check the box to agree to the terms of the agreement and select **Submit**

5. You will receive a pop-up that "New settings are available", click **Yes**.



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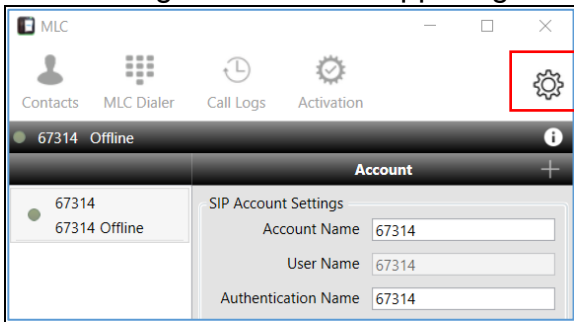
6. You will then be prompted for your Login ID and Password. Enter your **5-digit** extension in Login ID and Password fields, then click **Save**, followed by **OK**



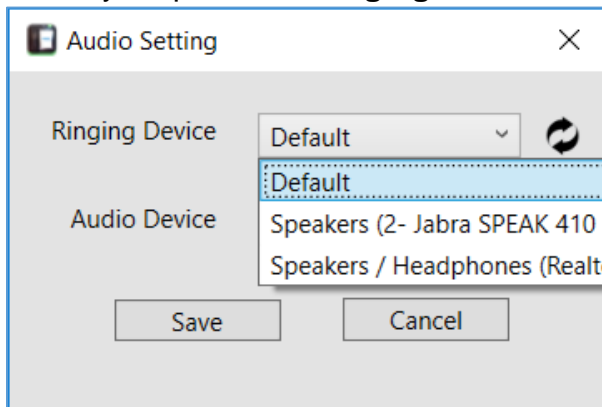
7. The soft phone is now active and ready to use

## Selecting your Voice and Audio Devices

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



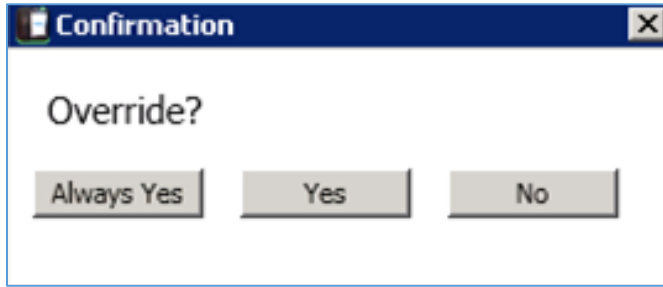
2. In the **General** section, Select **Audio Settings**
3. Select your preferred **Ringling Device** and **Audio Device** options



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

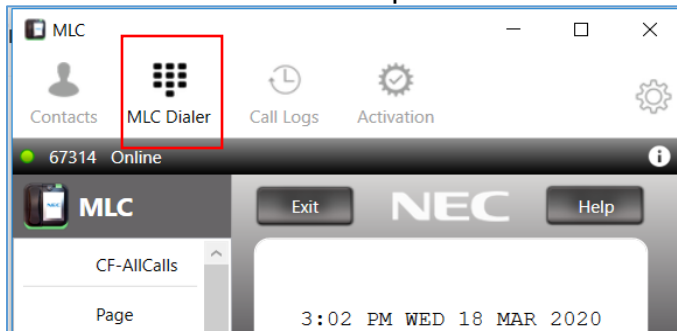
## Using MLC Client

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

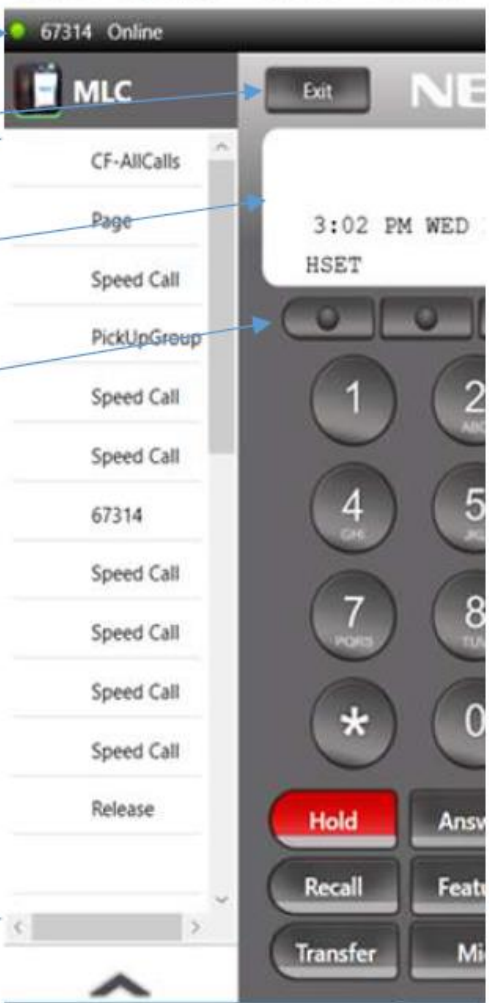


2. Select **Yes** to override existing logins and log in to your softphone  
**Note:** It is *NOT* recommended to select **Always Yes**

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



## 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 interface is divided into a left sidebar with a list of feature keys and a right panel 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 panel includes an 'Exit' button, a display showing '3:02 PM WED HSET', a numeric keypad (1-0), a red 'Hold' button, and buttons for 'Answer', 'Recall', '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:

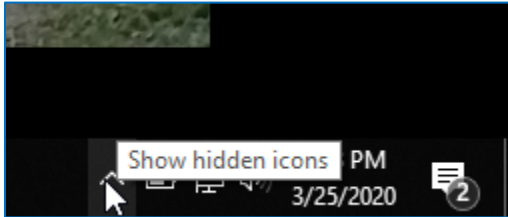
1. Enter the username [your 5-digit extension number] then press the **SET** softkey
2. Enter the password [your 5-digit extension number] then press **OK** softkey

## Frequently Asked Questions

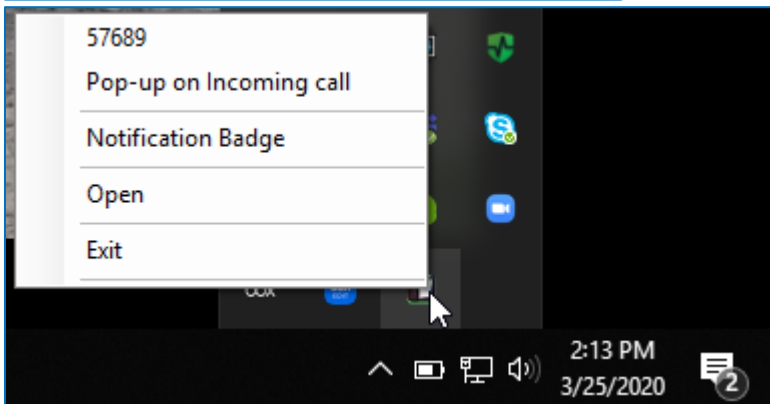
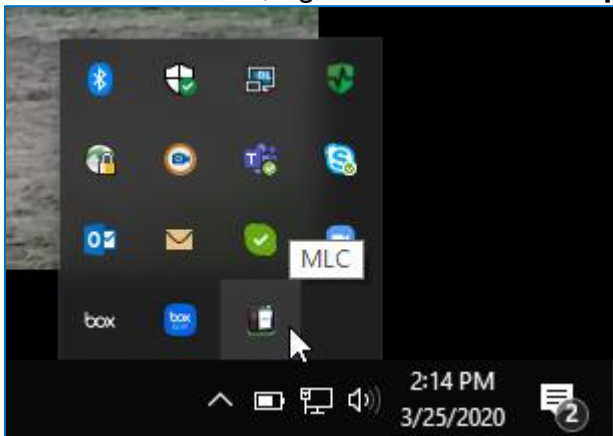
**Q: I am not able to re-open the application window. How do I get back to it?**

**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.





# MLC User Guide

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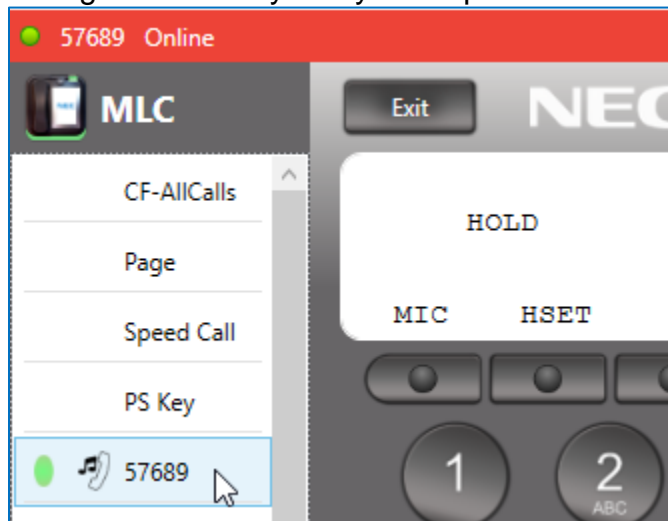
## **Q: How do I access voicemail?**

**A:** Access your voicemail as you would from your desk telephone. Dial x43660 and enter your passcode. The complete telephone and voicemail reference guide is available at <https://tech.rochester.edu/services/facultystaff-telephone-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.



## **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: Is there a way to re-order the Line / Feature keys?**

**A:** Yes, submit a request with approval and indicate the change you would like made. There is a one-time feature modification charge for this work.

**Note:** The order of these buttons will also change on your desk telephone if you have one.

## **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.)