This section covers starting up NexTalk Access Home, logging in, and navigating the application.

Starting the NexTalk Access Application

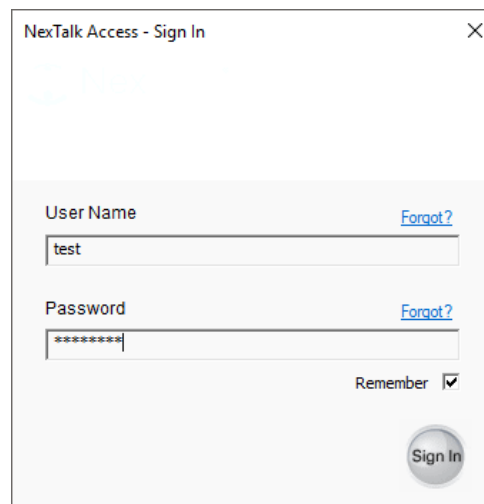There are two ways to start the NexTalk Access application:

1. Double-click on the icon that was placed on your desktop during installation.
2. Go to your Windows Start button, then Programs | NexTalk, and then click on NexTalk Access menu item.

Logging In

This information includes a user name and password. If you want the application to remember these values, click "Remember me."

Login Window

The Login window contains 2 form fields that allow you to enter your user account credentials.

Account Credentials

The Login window's account credentials fields are:

User Name

Enter your NexTalk Access account user name.

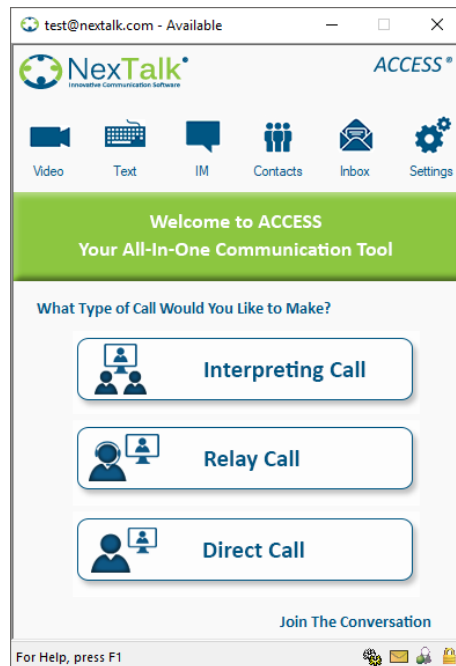**Password**

Enter your account password.

Remember Me
Check this box if you want NexTalk Access to remember your account password each time you start the application.

"Sign In" Button
Press this button to complete the login process.
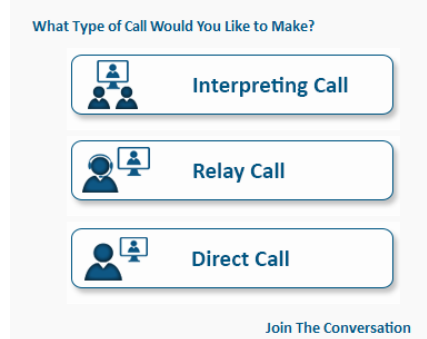
Button Navigation Window

The Home window is the first window available to you after you successfully log in.

It contains six navigation buttons that bring up the various application views. It also contains a status bar at the bottom of the window and your current availability status in the title bar at the top of the window.

The top navigation is for users who have familiarized themselves with the application and know what feature to use for the specific call they are trying to make.

The navigation wizard of the home window is for first time and new users to help them find the type of call they are trying to make by going through a series of questions and prompts.

When in any other view you may return to the home screen by selecting *Home* from the system menu or by clicking on the logo in the upper left hand corner (just below the system menu icon).

The Navigation buttons are:

Video

- Allows you to place point to point video calls directly to other NexTalk Access users
- Make calls to video phones
- Accept video call from other NexTalk Access users
- Make Video Remote Interpreting (VRI) calls
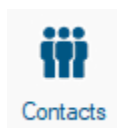- Make Audio Remote Interpreting (ARI) calls

IM:
- Starts up an instant message client between you and one or more NexTalk Access users

Inbox:
- Provides access to your message history, including conversation transcripts, missed-call messages, and IM's

Contacts:
- Displays a list of your contacts

Text:
- Allows you to place point to point text calls directly to other NexTalk Access users
- Call hearing individuals via Text Relay Services
- Make calls to TTY devices
- Make SpeechPath (VCO) calls
- Accept calls from TTY devices
- Accept incoming SpeechPath (VCO) Calls

Settings:
- Change password or display name
- Make changes to contact information seen in your contacts page
- Change greeting and mailbox messages
- Change font, text size, and text color for TTY calls

Navigating the Application

NexTalk Access navigation centers around the Navigation buttons which provide you with access to all NexTalk Access features. The top of each window displays the name of the feature you are currently working with. The bottom of each window contains a Status Bar that displays your current availability status, message indicators and the status of your secure connection.

Displaying the Help Window

You can display the Help window at any time by pressing the F1 key on your keyboard.

Minimizing and Maximizing Windows

To minimize a NexTalk Access window to your taskbar, click the "Minimize" button located in the upper-right corner of the window.

Ending Your Session/Logging Out

To log out of NexTalk Access, simply close all NexTalk Access application windows. To close a window, click the "Close" button (red X) located in the upper-right corner of the window.

How Do I...?

Place a Text Relay Call
1. Press the *Relay Call* button
2. Once you have connected with Relay services, type them the number and name of person you are trying to call.
3. They will connect you to the proper party.

Dial a TTY
1. Press the *Text* button
2. Select *Direct*
3. Type the ten-digit phone number of the TTY you are trying to call in the "Call" field.
4. Click the *Dial* button
5. The Text Call window will open
6. Once the call is answered you may begin typing. Your message is transmitted as you type
7. When you are finished, press the "*Hangup*" button. You will be asked if you want to save your message.

Place a Direct Text Call to Another NexTalk Access User
1. Press the *Text* button
2. Choose *Direct*
3. Enter a valid NexTalk Access username or phone number in the *Call* field
4. Click *Dial*
5. The Text Call window will open.
6. You may begin typing when the call is answered. Your message is transmitted as you type.
7. When you are finished, press the *Hang up* button. You will be asked if you want to save your message

Place a Video Remote Interpreting (VRI) call
> ***Additional per minute usage charge associated with this type of call***
1. Press the *Video* button
2. Choose Interpreting, Choose Video Remote Interpreting
3. You will see a message bar stating that VRI calls are a per minute charge. Click OK
4. Choose desired gender and language of the interpreter you are looking for
5. Fill in any required field boxes with the information needed. (If it is a test call type in the word test)
6. Click next
7. Choose first available agent or if you are looking for a specific agent find their name in the drop-down list
8. Click "Call"

Make Video call to another NexTalk Access User
1. Press the *Video* button
2. Choose a contact using one of the two entry methods:
   a   Enter a user name in the *Call* field and press the *Dial* button
   b   Select from *Contacts, Recent Calls* and press *Dial*
3. The remote video window will open when the call is connected

Place an Audio Remote Interpreting call
> ***Additional per minute usage charge associated with this type of call***
1. Press the Video button
2. Choose Interpreting and select Audio Remote Interpreting
3. You will see a message stating that ARI calls are a per minute charge. Click OK
4. Choose the desired language from the drop down
5. Enter any required fields that need to be filled out
6. Click "Place call"

Place a Voice Carry Over (VCO) call – Speechpath
   This feature is only available with the Pro version of Access Home.
1. Press the *Text* button
2. Select VCO

3. Type the ten-digit phone number of the person you are trying to call in the "Call" field
4. Type in your ten-digit phone number in the "Your phone number" field
5. Click Dial
6. The VCO Call window will open
7. Once the call is answered as the recipient of the call speaks their words will be typed in the window.
8. When you are finished, press the "*Hangup*" button. You will be asked if you want to save your message.

Receiving a Call
When a caller calls you, your current availability determines how NexTalk Access notifies you of the incoming call. If you are available to take a call, you'll see a Ring Alert window (Called a ring box) pop up on your screen. The screen will contain the user's name, or the phone number and the type of call (video or text).

You can:
1) Press *Answer* to take the call. The Video window or the Text Call window will open, depending on the call type

2) Press *Don't Answer* to refuse the call. The caller will be directed to leave a text message if the caller wishes to do so. The message will show up in your Inbox

Manage My Availability Status

Your availability status controls how NexTalk Access notifies you of incoming calls and how other users see your status and can interact with you.

To determine your current availability, look at your availability status icon, found in the right-hand side of the Status Bar, or look for your availability to display in the title bar of the ACCESS Window

To set your availability:

1. On the right-hand side of the Status Bar, left-click your current availability icon
2. Select the status that best suits your current situation

Changes are reflected immediately throughout the NexTalk system.

Note: If you are in a video call, you will not be able to change your status to anything but "Video Call"

View My Messages

To view your messages:

2. Press the Inbox button
3. Browse your messages by opening your message folders
4. If necessary, narrow your selection by entering search terms in the Search Box
5. Double-click a message in the Message List to view (Your message will open in new window)

Status Bar

The Status Bar displays information on your Inbox status, your current availability and your connection security. It is located at the bottom of the Button Carousel window.

For Help, press F1

Inbox and Messages

The Message Indicator icon shows up as either a yellow or grey envelope. When it is yellow, you have new messages in your Inbox. When it is grey, you have no new messages.

You will also see a count of the number of messages in your Inbox once you have pressed one of the Button Carousel buttons. If you have no messages, the message "For Help, press F1" appears.

Current Availability

Your current availability changes automatically depending on what actions you are doing; this availability is reflected in the various contacts lists found in your Phonebook and your Call Contacts. You can manually change your status by left-clicking your current availability icon on the right-hand side of the Status Bar and selecting an appropriate choice.

A list of availability choices and their impact on NexTalk Access's behavior is listed below.

Available: You are able to accept incoming video and text calls.

Away from Desk: Callers may still try to contact you.

Be Right Back: Callers may still try to contact you.

Busy: Callers may still try to contact you.

On the Phone: Callers may still try to contact you.

Out to Lunch: Callers may still try to contact you.

Text: This is set automatically whenever you are in a text conversation. Callers may still try to call you.

Video: This is set automatically whenever you are in a video call. Callers will not be able to place a video call to you but can still place text calls to you.

Appear Offline: Your availability will show up as "Unavailable" to other users. Calls initiated to you will be automatically rejected. Callers are able to leave a text message if they desire.
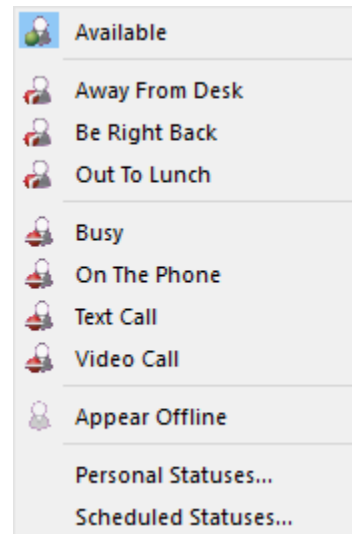
Secure Connection

A lock icon will display in the locked position when the connection between the NexTalk Access client and the NexTalk servers is secure.

Settings

Bring up the NexTalk Access Settings property sheet.