CORENEXA™

Reference

LPS CONNECT

10:53

Meetings

Rooms

Voicemail

Messages

Conference Calls

Recent Calls

Contacts

Dialpad

Virtual Attendant

Settings

Work from Anywhere on **LPS** CONNECT

Feature Index

Lists calendar entries from either Google Calendar 📅 or Microsoft Outlook 📧 with a filter to display (1) My Google/Outlook Meetings, (2) My Scheduled Meetings, or (3) All Active Meetings. Video meetings can be joined by clicking on the appropriate meeting link in the calendar entry or clicking on the "Join a Meeting with meeting ID" link.

Lists all "Permanent" virtual rooms associated with your account. When a room is selected, it presents a link to connect to the room.

Lists all voicemails for your extension with the ability to Listen, Call, or Share the voicemail via other mobile apps.   You can also change your busy and unavailable greeting as well as your name for the company directory..

Send and view SMS and Chat messages as well as share and call the individual associated with the message.

Lists all voice conference bridges with the ability to attend as either an attendee or moderator.

Lists the call log for your extension. There is a filter to view all calls made or received as well as missed calls. The interface allows you to directly access the dial pad, recent calls, or contacts.

Lists Favorites, Community (account related), CAM (Admin created) Personal (extension related), and Local (iPhone or Android) contacts.

Dial pad for manually dialing calls.

Lists all Virtual Attendants associated with the system. Provides the ability to set the virtual attendant directly from the mobile device i.e. selecting the attendant for "Business Hours" or "After Hours."

Lists the settings for your extension. You can set Inbound Calling rules, activate Do Not Disturb, activate Call Forwarding, Manage Notifications, set the Recent Calls list ((Primary Extension Only or All Extensions), set the Ringtone, view the User Guide, view Frequently Asked Questions, Leave Feedback, view the App software version and Sign Out of the App.
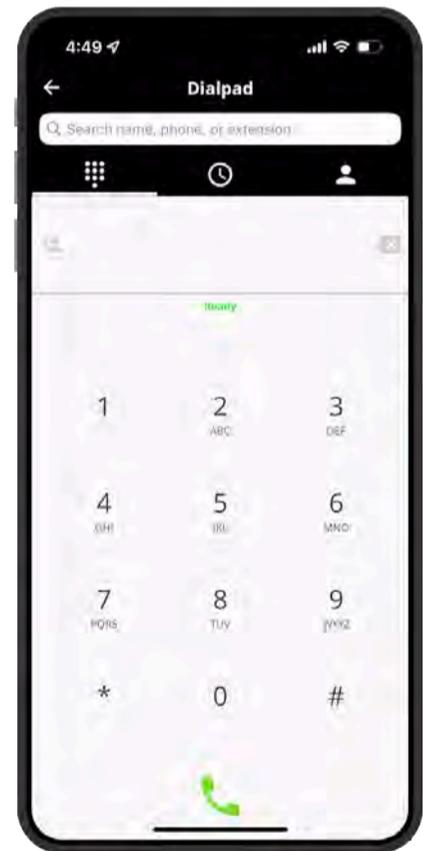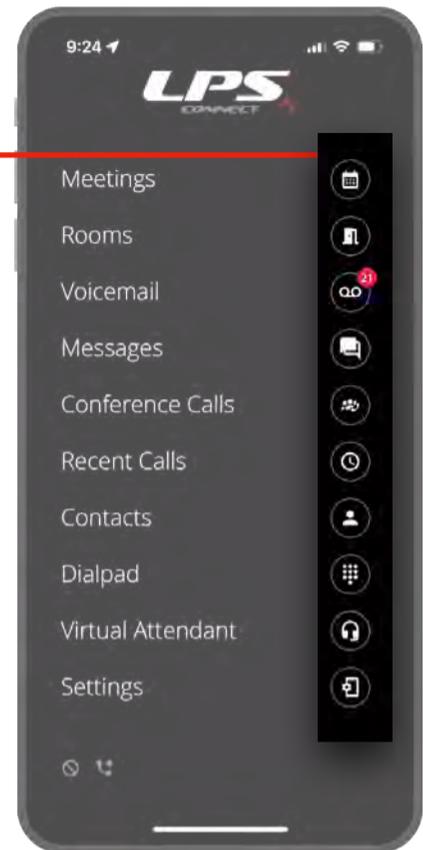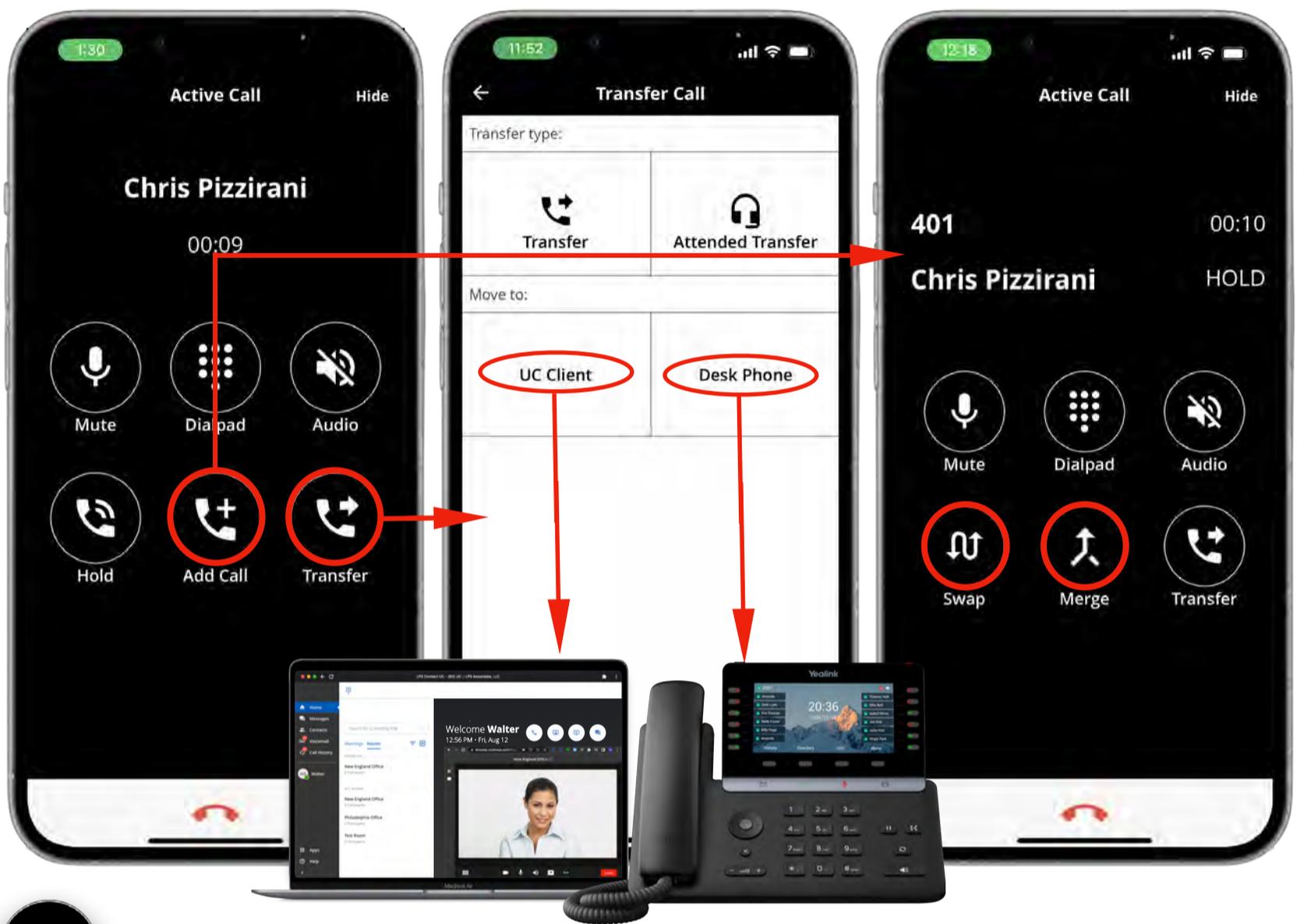
Feature Index | Calling
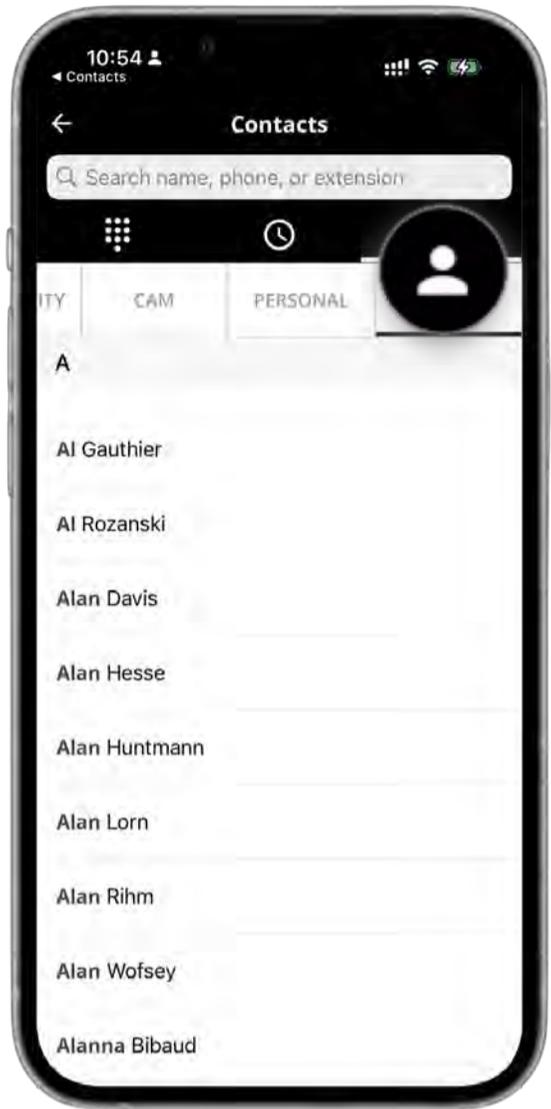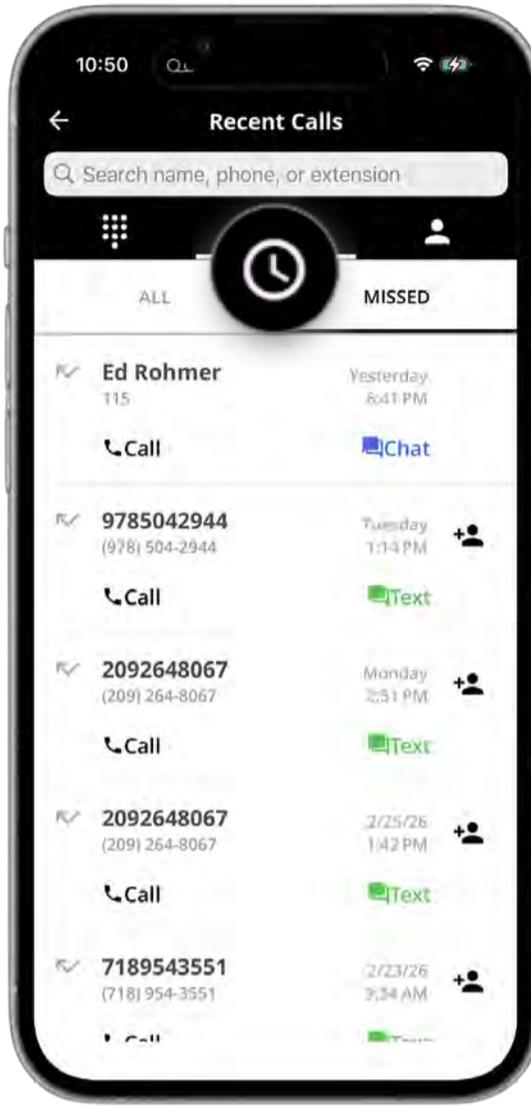
Feature Index | Calling from iPhone Apps
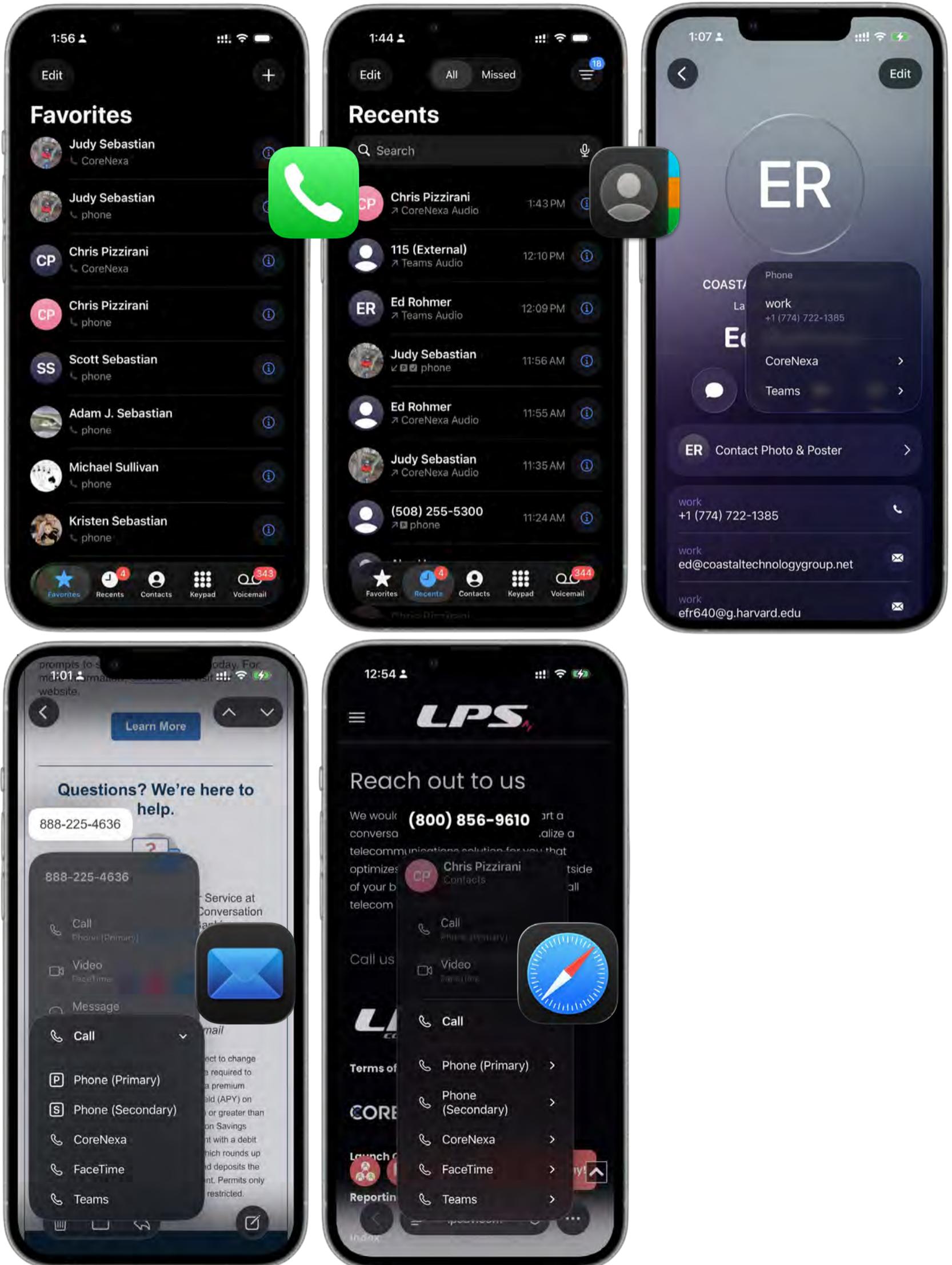
Feature Index | Call Handling

🎤 Mutes the microphone.

⊞ Accesses the Dialpad to dial DTMF tones.

🔇 Turns the speaker on and off.

📞 Places the call on hold.

📞+ Add a call to establish a 3-party conference or confer with another caller while on hold with the first. Adding a call will automatically place the first party on hold.

📞→ Transfer to another extension or PSTN number in the blind or attended. You can also move the call to the Browser UC Client when active on a PC, Mac, or Linux device, Chromebook included..

⇅ Swap between callers in a three party call.

人 Merge all callers. Will merge the party on hold with the current party to establish a 3-party conference.

Contacts - System, Personal, and Local
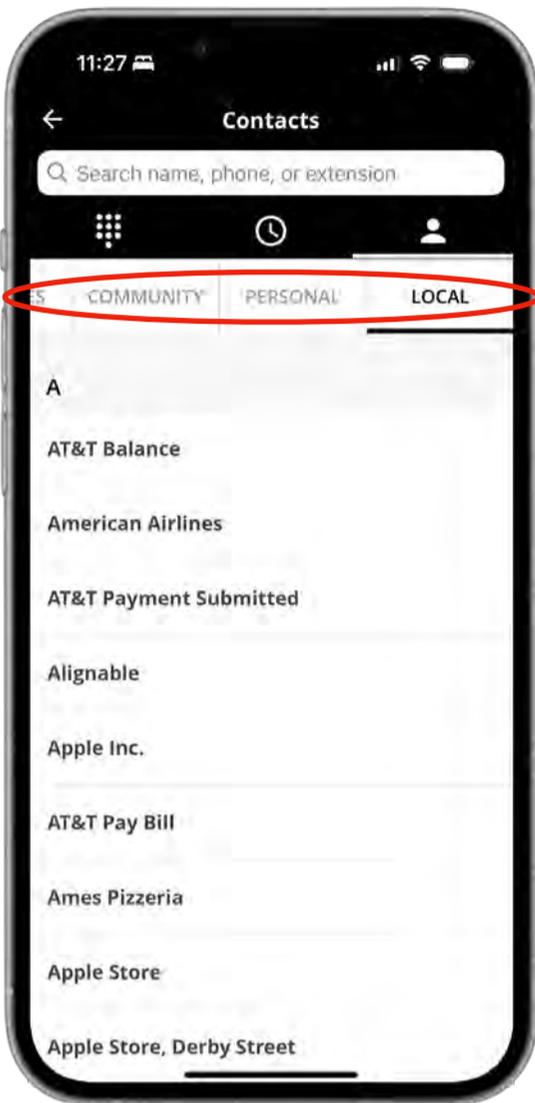
FAVORITES	COMMUNITY	PERSONAL	LOCAL

FAVORITES: Lists all contacts marked as favorites in the **COMMUNITY**, **CAM**, **PERSONAL**, and **LOCAL** directories. Click on the star in any of the entries in the directories to add it to favorites.

COMMUNITY: Lists all participants on the LPS Connect service that you are a participant of. Contacts are automatically added as new extensions are added to the service.

PERSONAL: This directory is populated by the user/participant via the PC/MAC UC Client.   When an entry is added to the Personal directory, it appears in the directory on CoreNexa Mobile.

LOCAL: This is the local contacts directory on the iPhone or Android device.   Contacts added to either of these directories will appear on the **LOCAL** listing.

In addition, calls received on the Mobile App (Recent Calls) that contain numbers or contacts that do not appear in any of the directories will present the user with the opportunity to add the number to the **LOCAL** directory by clicking on the following icon.

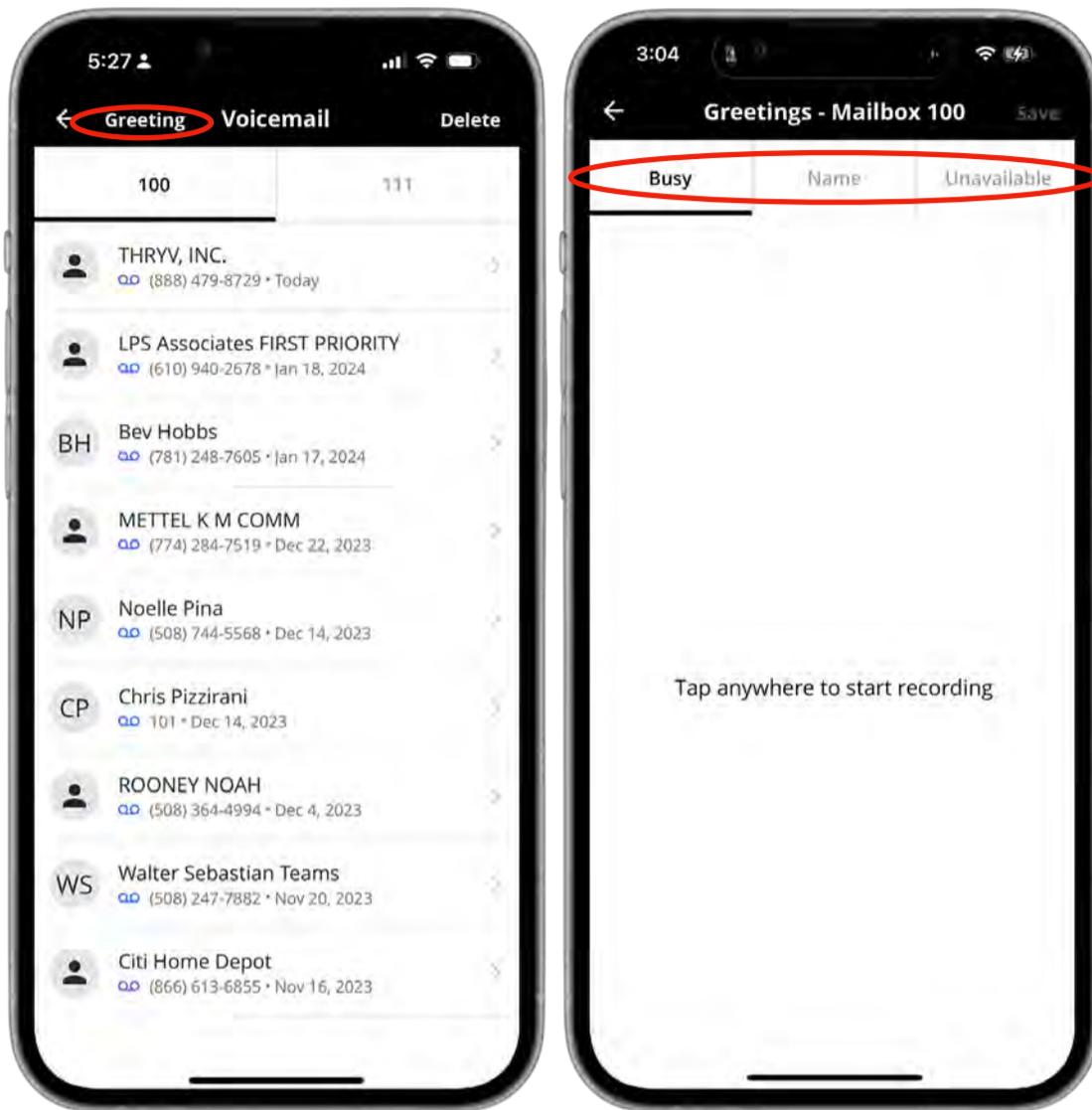You can also Call, Text, or Chat with a contact.
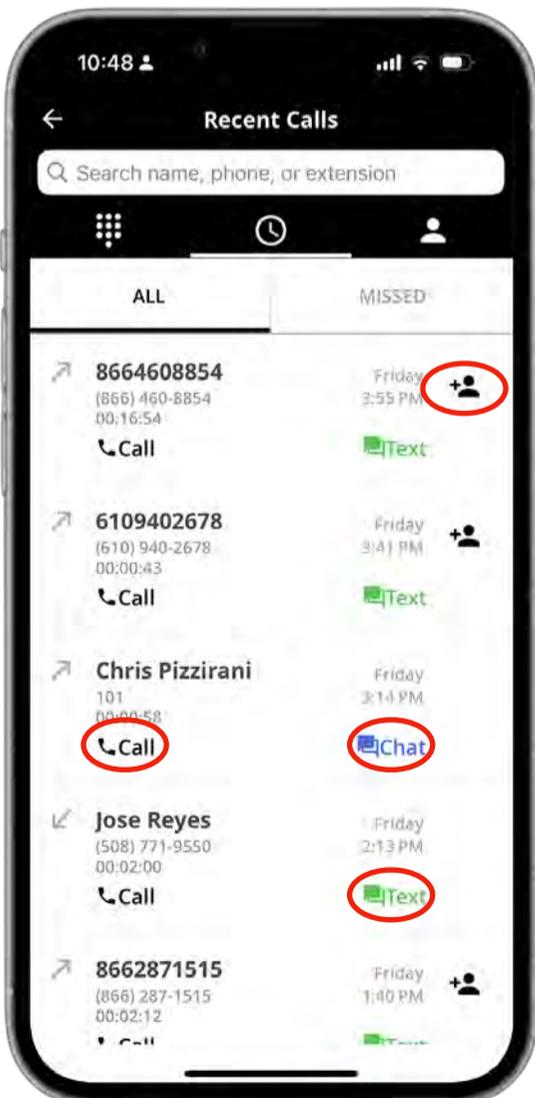
Responding to Voicemails
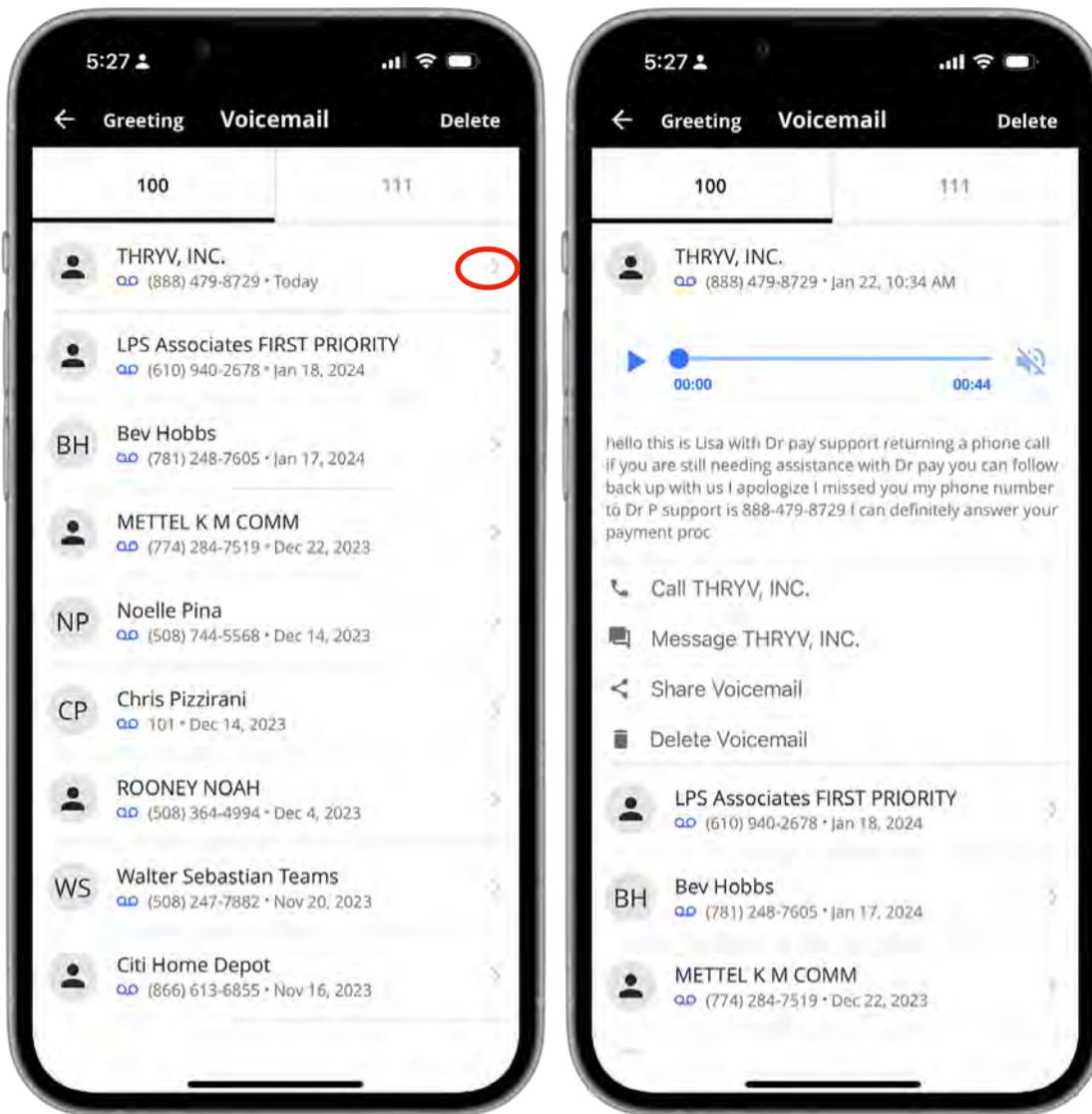
When a voicemail is received, you can:

◆ Listen to it,

◆ Read the contents of the transcribed message,

◆ Call the party back,

◆ Message the party back,

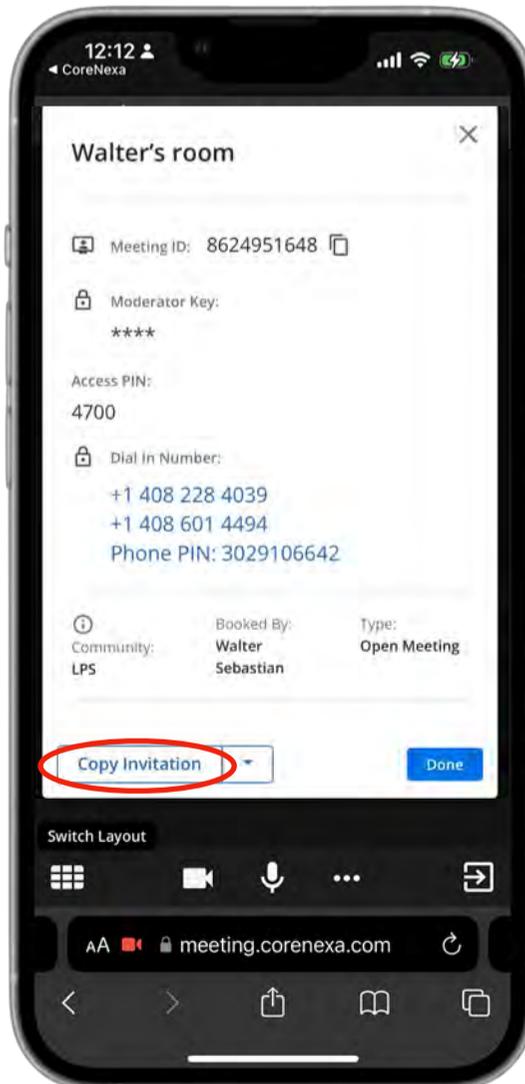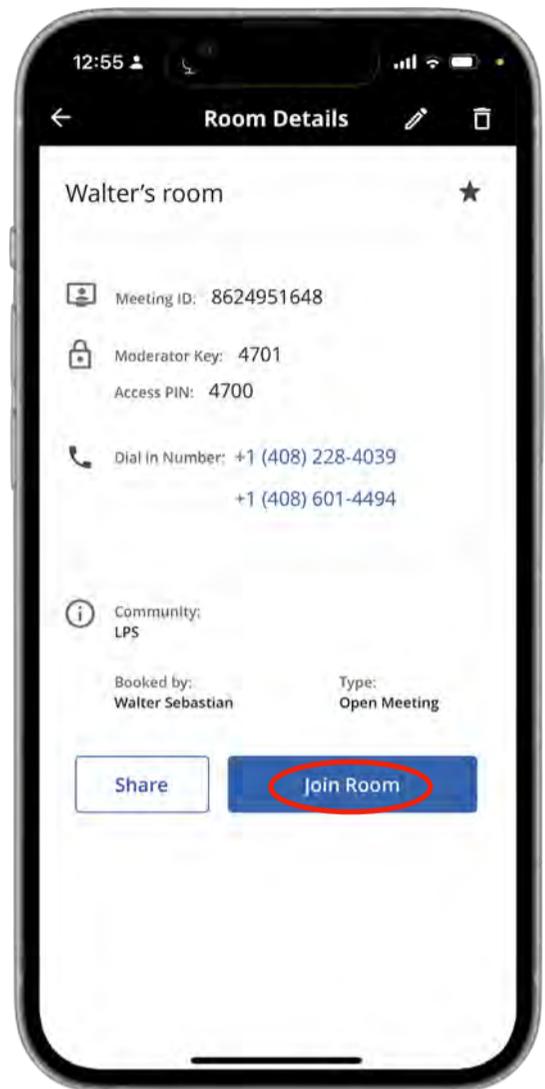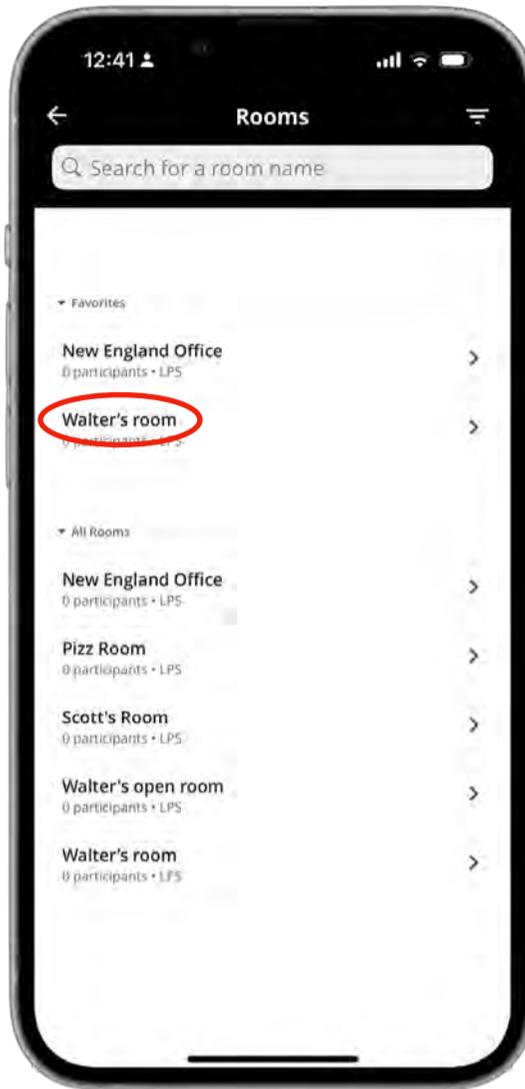◆ Share it with another person, and

◆ Delete it.

Changing your Voicemail Greetings

Recordings can be recorded for Busy and Unavailable status as well as for Name that is used for the company directory.
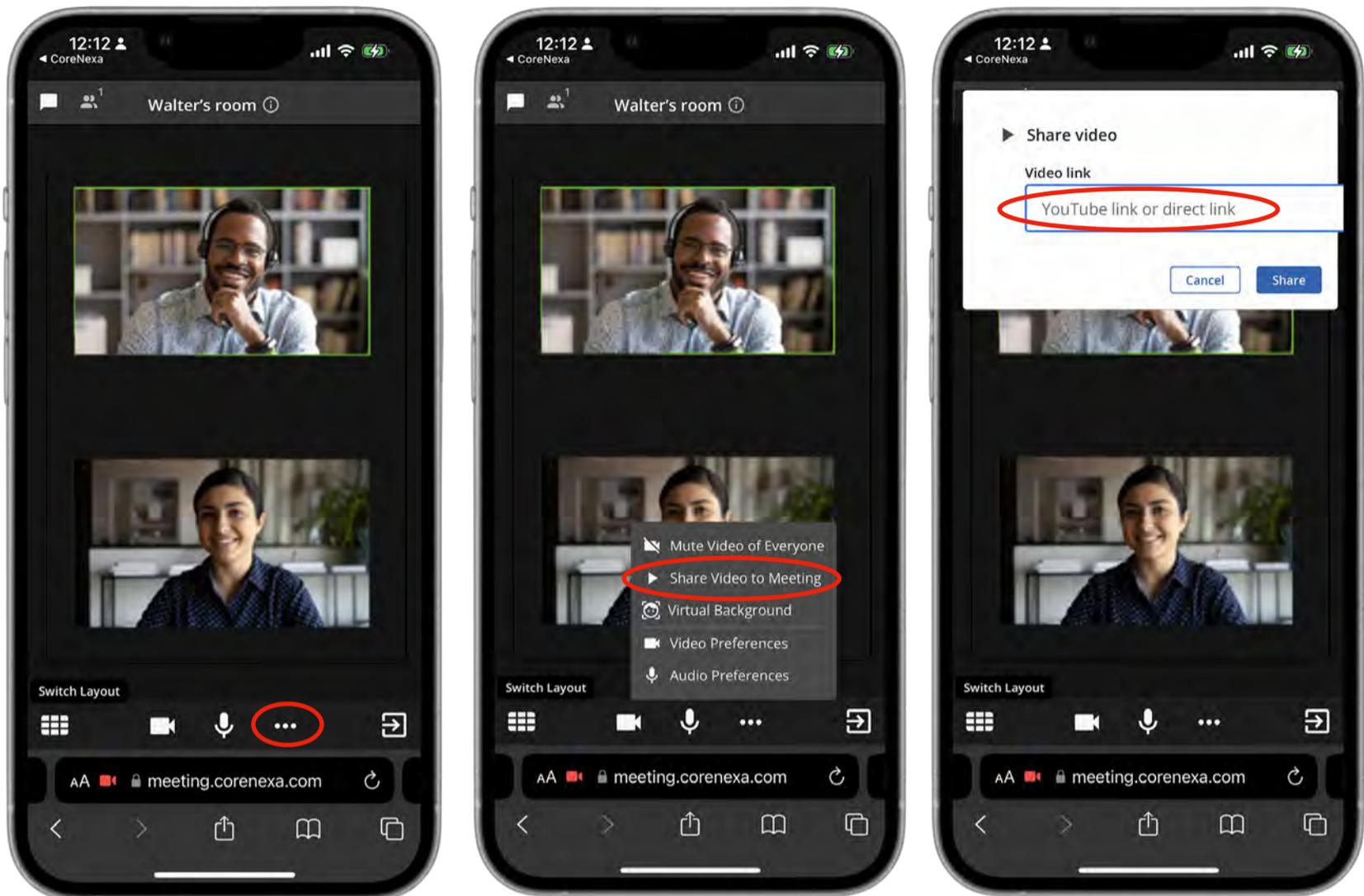
Select the greeting type, follow the prompts to record the greeting and Save.

Using your Personal Virtual Meeting Room

You can have 1:1 and multi-participant meetings for up to 100 people.

Share Videos in your Meeting Room

Work from Anywhere on **LPS** CONNECT

Setting up and using Voicemail

Initial set-up

To set up voicemail for the first time, dial * and your extension number as illustrated above.

At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your new password, name, and greetings. You should change your password when prompted to something other than your extension.

If you leave your ext. number as your password, each time you access your VM box, you will hear the set up wizard again, so we highly recommend changing it.

Also, the name that you record in the mailbox will be the same recording callers hear when they access the company directory and the find me feature.

First Time Set up Process

"Password"
Enter your preliminary password which is your extension number.

"Welcome to Voicemail"

"First I will guide you through a short set up process"

"After the tone, say your name and then press the # key"
Say your name

"Thank you"

"Press 1 to accept this recording, Press 2 to listen to it, Press 3 to re-record your message"
Make your selection

"After the tone say your unavailable message and then press the # key"
Say your unavailable message

"Thank you"

"Press 1 to accept this recording, Press 2 to listen to it, Press 3 to re-record your message"
Make your selection

"After the tone say your busy message and then press the # key"
Say your busy message

"Thank you"

"Press 1 to accept this recording, Press 2 to listen to it, Press 3 to re-record your message"
Make your selection

"Your message has been saved"

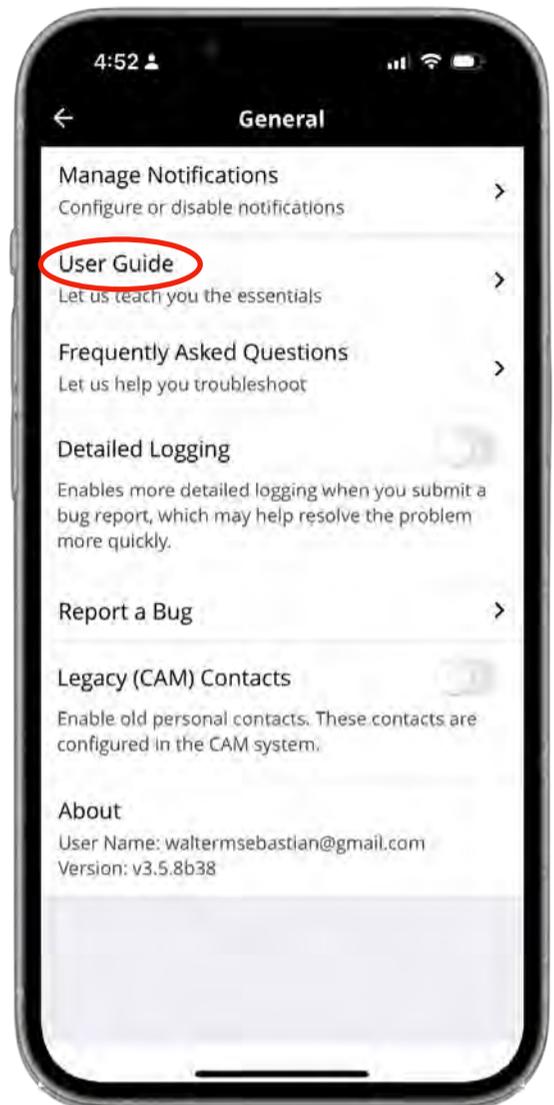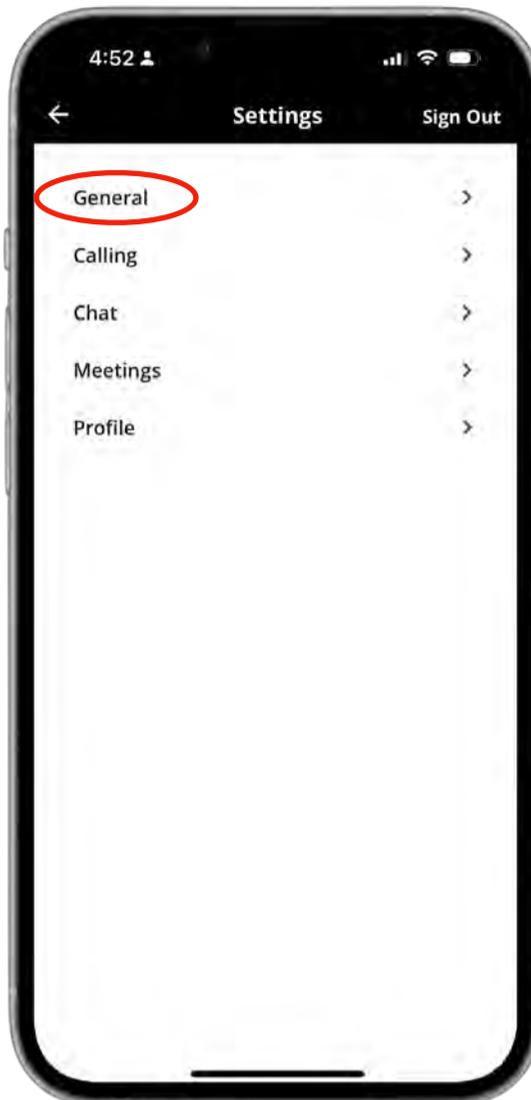"Please enter your new password followed by the # key"
Enter your new password

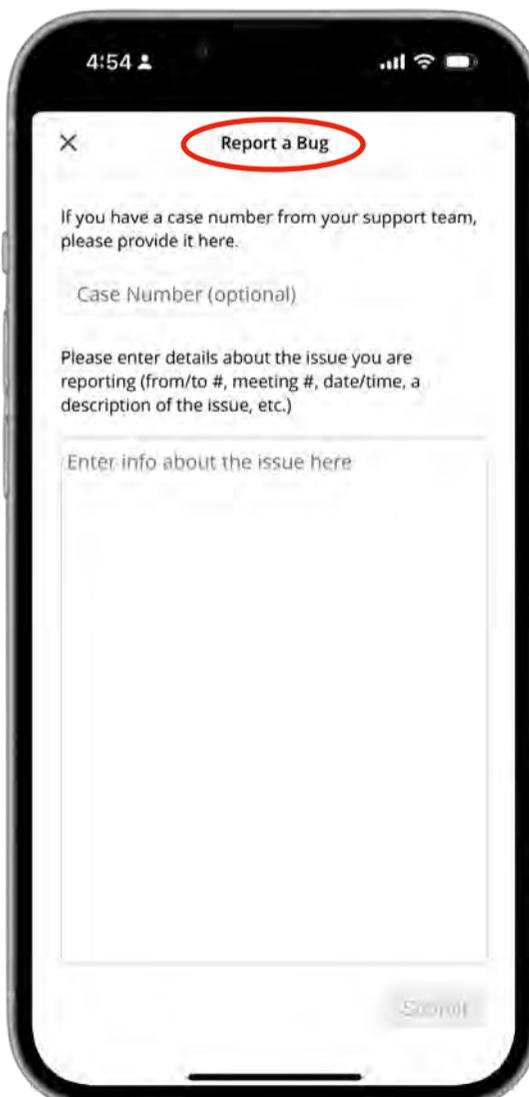"Please re-enter your password followed by the # key"
Re-enter your new password

"Your password has been changed"

"You have no new messages"

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Accessing the User Guide

Reporting a Bug
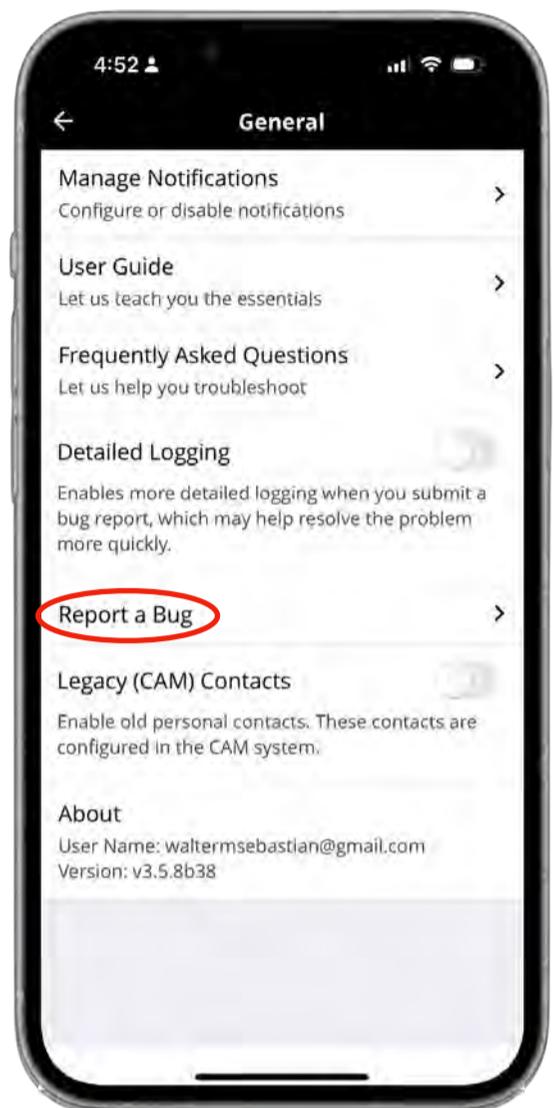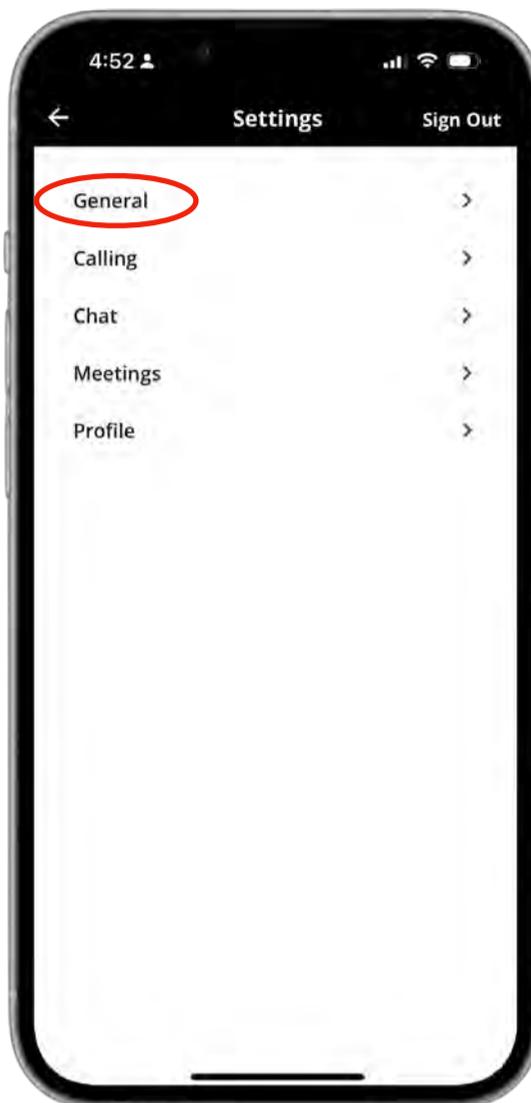
Prior to reporting a problem to LPS, please provide details of the problem you are having in the 'Report a Bug" section of the App. Provide as much detail as you can regarding the call, e.g. what you experienced, calling party phone number, etc,

Once you have reported the problem via the App, please give us a call at 800-856-9610 x106 or email customerservice@lpsav.com.

We will then follow up with engineering to determine the cause of the problem and report back to you accordingly.

Best Practices

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To ensure that the App is always available and ready to receive calls, the App must be activated, signed in to the LPS Connect service (username and password are provided by LPS), and working in the foreground or background while viewing or working with other apps.

Keep OSs and Apps up to date

The Mobile App is a sophisticated communications application and requires the latest update to iOS and Android operating systems, along with the latest updates provided by LPS for the CoreNexa App. Software is constantly being improved upon so keeping the device and app up to date is of paramount importance. LPS audits extensions and software versions from time-to-time to ensure that software is up to date on all devices.

Keep Date and Time current

Please also may sure that your date and time are up to date. Correct date and time are required by the respective networks to ensure that calls can be supported and switched when required.

WiFi and Cellular Networks - Be patient when switching networks

The App supports both WiFi and Cellular networks with the ability to switch between networks as you move around throughout the day. Depending on the strength of the network signal, switching may take a little longer than usual. On occasion, because of network saturation, a short period of silence may be experienced as the switching progresses. Be patient, the signal and talk path will return and you will be able to continue your call. Calls can drop when the network signal is weak on either WiFi or Cellular networks while switching. Calls can also drop if the network is saturated

When you have a choice, always use a WiFi network. They are inherently more stable than a cellular network. The network offers higher speeds and optimum signal and feature performance.

Troubleshooting Tips

To clear a persistent issue, log out of the CoreNexa App and reset/restart both the app and your phone. Log back into the CoreNexa App to see if the issue has resolved itself. If not, please give LPS a call. For more troubleshooting tips, please view the following **LINK**.
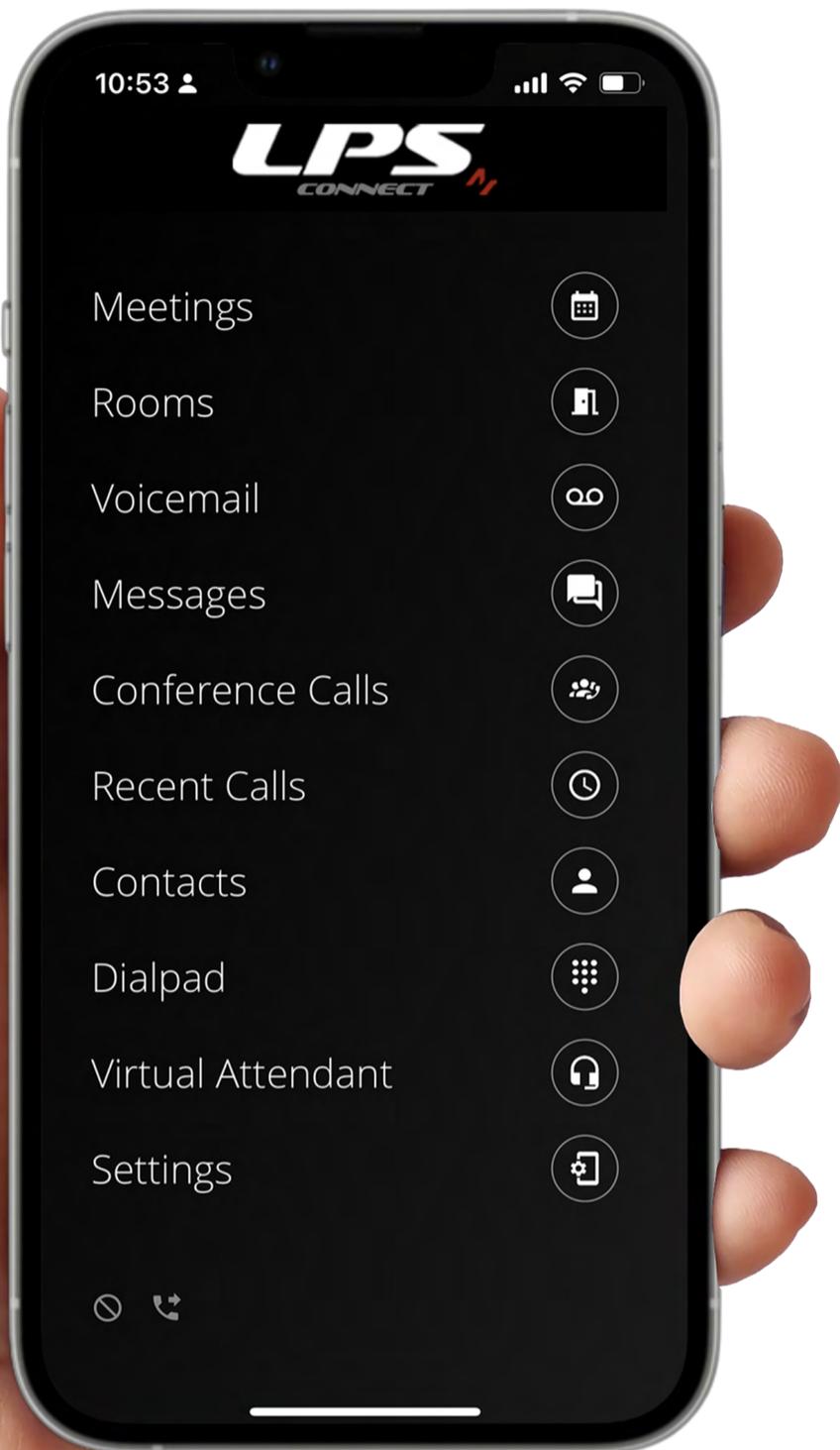
Download for iOS and Android

(857) 259-4701   contactus@lpsav.com

Work from Anywhere on **LPS CONNECT**
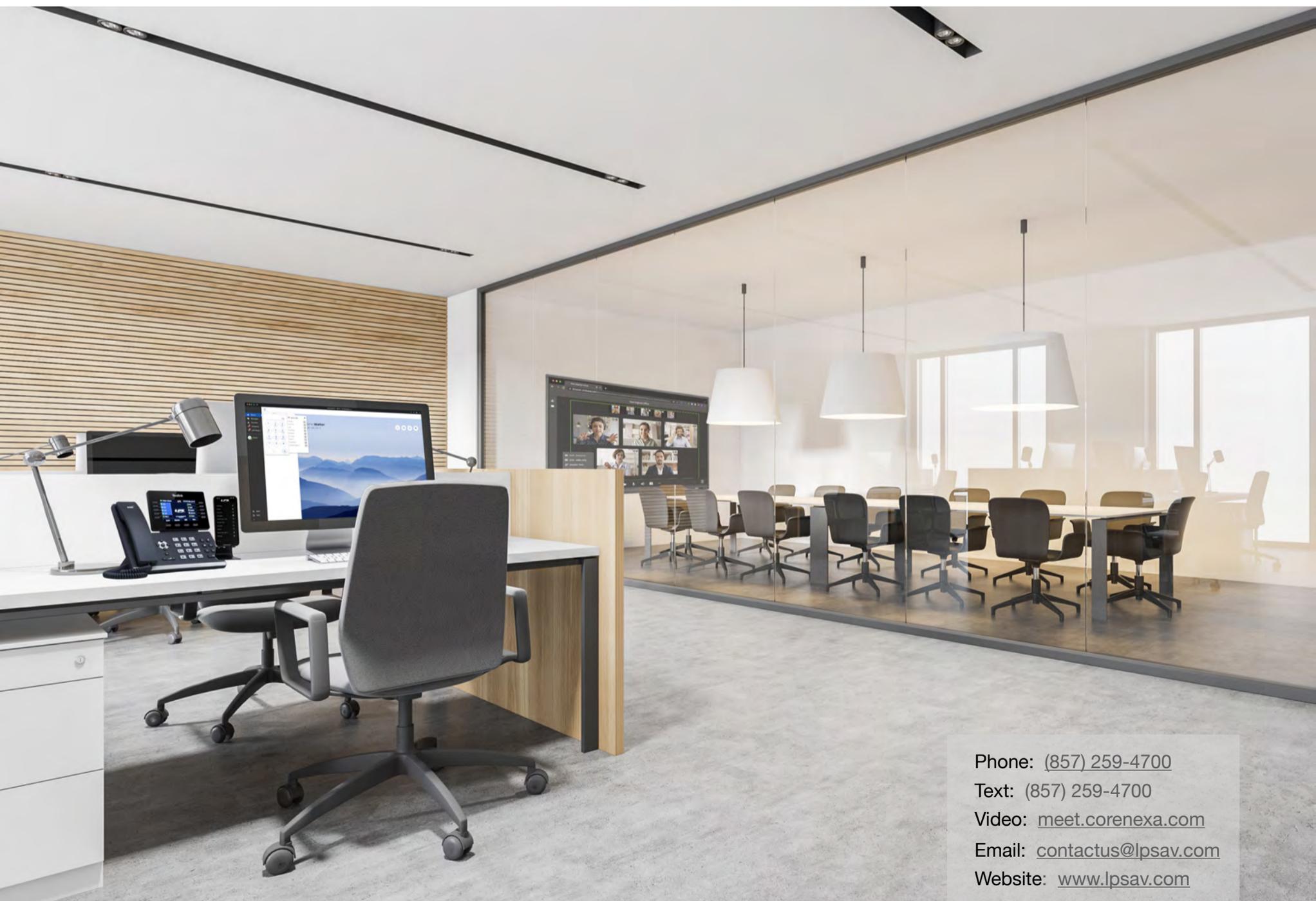
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LPS Associates, LLC (LPS) has been serving customers with specialized communications requirements since 2008. We are an FCC-registered communications technology and managed services provider delivering customer-focused design, sales, integration, installation, and support of advanced voice, video, audio/visual, and unified communications solutions—along with the environments in which those systems operate.

What sets LPS apart is our personal, hands-on approach. In a world increasingly dominated by self-service portals, offshore call centers, and automated voice systems, we remain committed to providing real expertise and direct support.

Our company is built on a laser focus on customer requirements, from the initial design stage through proactive, long-term support. Every project and customer is assigned a dedicated customer advocate to ensure a smooth experience through system design, planning, installation, and ongoing support—for the life of the system.

Our flagship service, LPS Connect, is an easy-to-use, feature-rich, and future-ready hosted phone and unified communications platform. Accessible from SIP desk phones, modern web browsers, mobile devices, or dedicated room systems, LPS Connect enables organizations to improve communications, streamline workflows, and support business growth through greater productivity.

operational,