Mitel® Unified Communicator® Advanced

User Guide Supplement

For 2.0 UR 1

Introduction

This user guide supplement provides information about the support for Forced Verified Account Codes included in the Mitel Unified Communicator (UC) Advanced 2.0 Update Release (UR) 1.

This document provides supplemental information and instructions for the *Mitel Unified Communicator Advanced User Guide*, part number 835.3247, Issue 2.0, released in March 2009. You can download a copy of the user guide (and this User Guide Supplement) from the Mitel eDocs Web site (http://edocs.mitel.com).

Support for Forced Verified Account Codes

Some companies require you to enter an account code when you dial a number or extension. Account codes can be used to track calls made to specific numbers, which is particularly useful in situations where phone time is billable. Account codes can also be used to track long-distance usage.

Prior to 2.0 UR 1, UC Advanced supported Forced *Non-Verified* Account Codes only. For 2.0 UR 1, UC Advanced now also supports Forced *Verified* Account Codes.

The new Forced Verified Account Codes enhancement is best explained by contrasting it with the Forced Non-Verified Account Codes feature, which was supported prior to 2.0 UR 1:

- **Forced Verified Account Codes**: The Forced Verified Account Codes feature is supported in 2.0 UR 1. When using Forced Verified Account Codes, you must enter one or more account codes *before* you dial the phone number. Forced verified account codes are mandatory, and the communications system **does** verify that the account code values are valid before placing the call.

  For example, if your site uses Forced Verified Account Codes, when you lift the handset on a desk phone, the display prompts you for an account code. After you dial the account code, the display then prompts you for the phone number. After you dial the account code followed by the phone number, the system places the call.

- **Forced Non-Verified Account Codes**: The Forced Non-Verified Account Codes feature was supported prior to 2.0 UR 1. When using these types of account codes, you must enter the account code *after* you dial the internal or external number. Forced non-verified account codes are mandatory, however, the communications system **does not** verify that the account code values are valid before placing the call.

  For example, if your site uses forced non-verified account codes, when you lift the handset on a desk phone, the display prompts you for a phone number. After you dial the phone number, the display then prompts you for the account code. After you dial the phone number followed by the account code, the system places the call.

NOTE	Account codes may be required for both internal and external calls. Check with your system administrator about the requirements at your site.

Dialing Format

The dialing format you use in UC Advanced to place calls using Forced Verified Account Codes is the same as the dialing format you would use on your desk phone.

Forced Verified Account Codes require you to enter the account code before you can obtain dial tone from the system. Because of this, UC Advanced allows you to add an account code, followed by the # symbol, before the destination phone number in the Quick Connector to place the call.

The simple dialing format for Forced Verified Account Codes is as follows:

<accountcode>#<destinationnumber>

NOTE	The destination number must include the required outside access codes, country codes, and/or area codes, and should not includes spaces or hyphens (-).

Multiple Account Codes

UC Advanced allows you to enter as many account codes before the phone number as are required by your system; however, the account codes must be in the proper order.

When placing calls that include multiple account codes, use the dialing format below:

<accountcode>#<accountcode>#...<destinationnumber>

For example, your company may require you to enter two account codes before the destination number (551130269601):

- An account code that identifies you as the caller (66).
- An account code that identifies the client that you are calling (1234).

Using this example, you would enter `66#1234#551130269601` in the Quick Connector to place the call, where:

- `66` is your user account code.
- `1234` is the client account code.
- `551130269601` is the destination number.

Note that each portion of the dialing string must be separated by the # symbol.

Feature Access Codes

Some systems require you to enter a feature access code (FAC) when placing a call using Forced Verified Account codes. The FAC is added to the beginning of the first required account code, and completed by the # symbol.

When placing calls that include a FAC for the Forced Verified Account Codes feature, use the dialing format below:

<FACaccountcode#>#<accountcode>#<destinationnumber>

For example, enter `**66##1234#551130269601` in the Quick Connector to place the call where:

- `**` is the FAC, `66` is user account code, and `#` completes the FAC.
- `1234` is the client account code.
- `551130269601` is the destination number.

Note that each portion of the dialing string must be separated by the # symbol.

Changes to UI Elements

To support the new Forced Verified Account Code functionality, UC Advanced 2.0 UR 1 includes changes to the communication window and dial pad user interface (UI) elements.

Communication Window

For 2.0 UR1, the UC Advanced Communication window now provides dial tone status if you need to obtain dial tone using account codes before you place a call.

In addition, the Communication window also provides an Invalid Account Code message if you enter an incorrect account code.
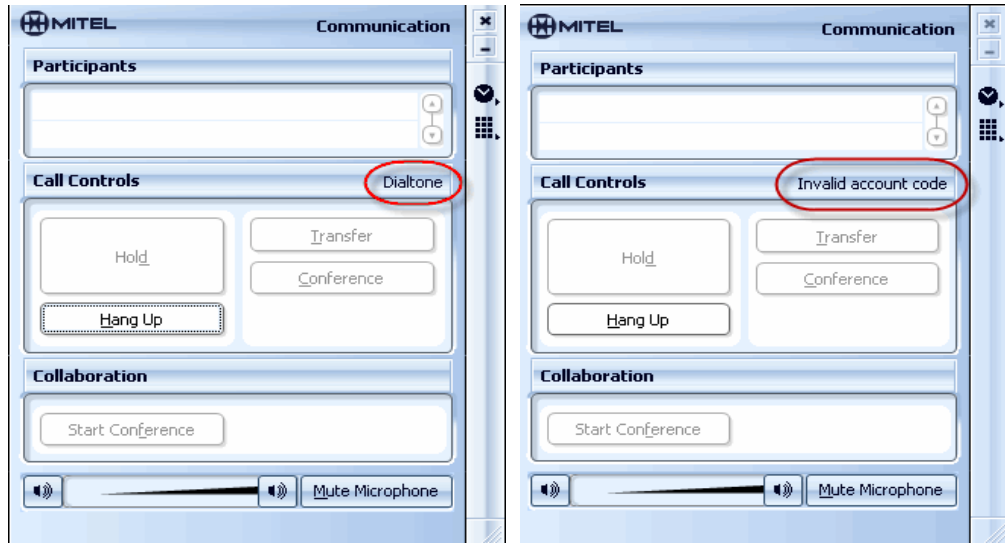
Dial Pad

When placing calls that require account codes, you can use the new text box and Dial button on the Dial Pad to enter account codes and the destination number.
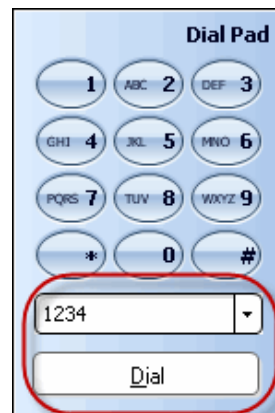
If you are not required to use account codes to place calls, the area circled in the figure above will not appear on the Dial Pad.

Placing Calls Using Forced Verified Account Codes

You can use the Quick Connector, contact dialing, or the Communication window to place calls from UC Advanced using Forced Verified Account Codes. When placing calls that require one or more account codes, make sure you use the correct dialing format (see page 3).

Quick Connector

When you use the Quick Connector to place a call using Forced Verified Account Codes, you can type the entire dialing string directly in the Quick Connector.

To place a call from the Quick Connector:

1. Type the entire dialing string in the Quick Connector. Make sure you type the # symbol after each account code.

    For example, to call external phone number 55-11-3026-9601 and use account codes 66 and 1234, enter `66#1234#551130269601` in the Quick Connector.

 | NOTE | If you have dialed this string of numbers previously, you can select the string from the Quick Connector list box. |
    |------|---|
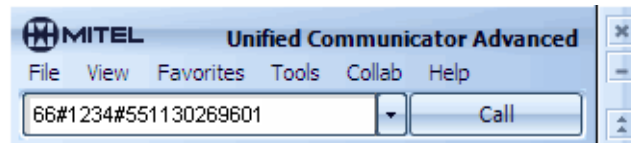
2. Click **Call**.

Contact Dialing

When you call a contact for the first time, double-click the contact, to bring up the **Enter Number to Dial** dialog box, where you can edit the number by adding the required account codes.

To use contact dialing:

1. On the People Shutter, locate the contact you want to call in your Personal or Corporate Contacts.

2. Double-click the contact. The **Enter Number to Dial** dialog box appears.

3. Click in front of the number and add the required account codes.
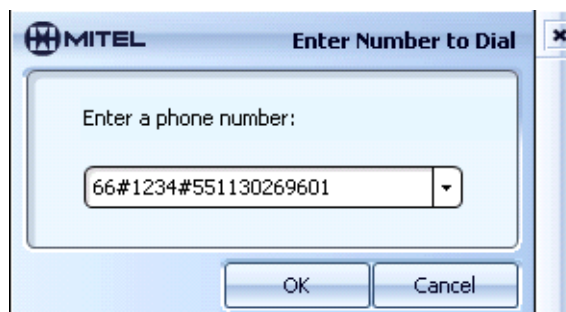
4. Click **OK**. The system places the call.

Communication Window

If you save your account codes as Personal Contacts, you can drag and drop the account codes contacts into the Communication window, followed by the contact, to place a call.

To store your account codes as Personal Contacts:

1. On the People Shutter, click the **Personal Contacts** icon. Your Personal Contacts appear.

2. Right click in the shutter and select **New Contact**.

3. Complete the following information for the account code contact:

    *   Type the name of the contact (for example, **AC - FAC + User ID**) and then click **Add**.

    *   Type a description for the account code (for example, **FAC + User ID**).

    *   Type the value for the account code (for example, ****66##**).

NOTE	If you are including a FAC, make sure you include a # symbol at the end of the string to complete the FAC, and another # symbol as a separator.

4. Click **OK**.

5. Repeat these steps for each account code you are required to use.

TIP	Instead of creating separate contacts for each of your required account codes, you can edit the actual contact's **Value** (destination number) to include the required account codes. For example, if your ABC Company contact has a Value of `51130269601`, you can change the Value to `**66##1234#51130269601`.

When you use the drag and drop method to place calls, you must add your account code contacts to the Communication window in the proper order, followed by the contact.

To place a call using drag and drop in the Communication window:

1. On the People Shutter, click the **Personal Contacts** icon. Your Personal Contacts appear, including the contacts you created for your account codes.

2. Do one of the following:

   - Double-click the first account code you need to use in your Personal Contacts list. The account code appears in the Quick Connector.

   - Type the first account code into the Quick Connector.

   The Communication window appears, indicating that you have obtained dial tone.
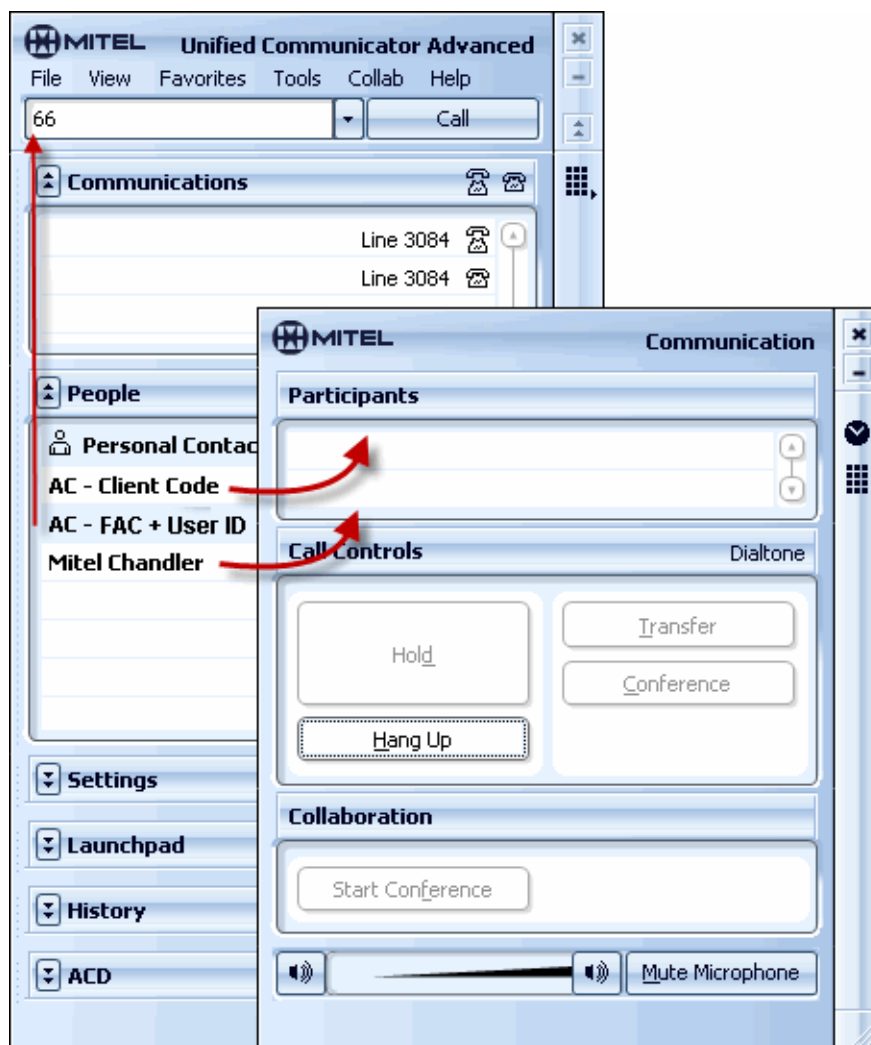
3. Drag and drop the next required account code contact from your Personal Contacts list into the Communication window.

4. Continue adding account code contacts until you have added all of the required account codes in the proper order.

5. Drag and drop the contact from your Personal or Corporate Contact list into the Communication window. The system places the call.

To place a call using the Communication window and dial pad:

1. Type the first account code in the Quick Connector and click **Call**. The Communication window appears, indicating that you have obtained dial tone.

2. Click the dial pad icon ▦ to open the Dial Pad.
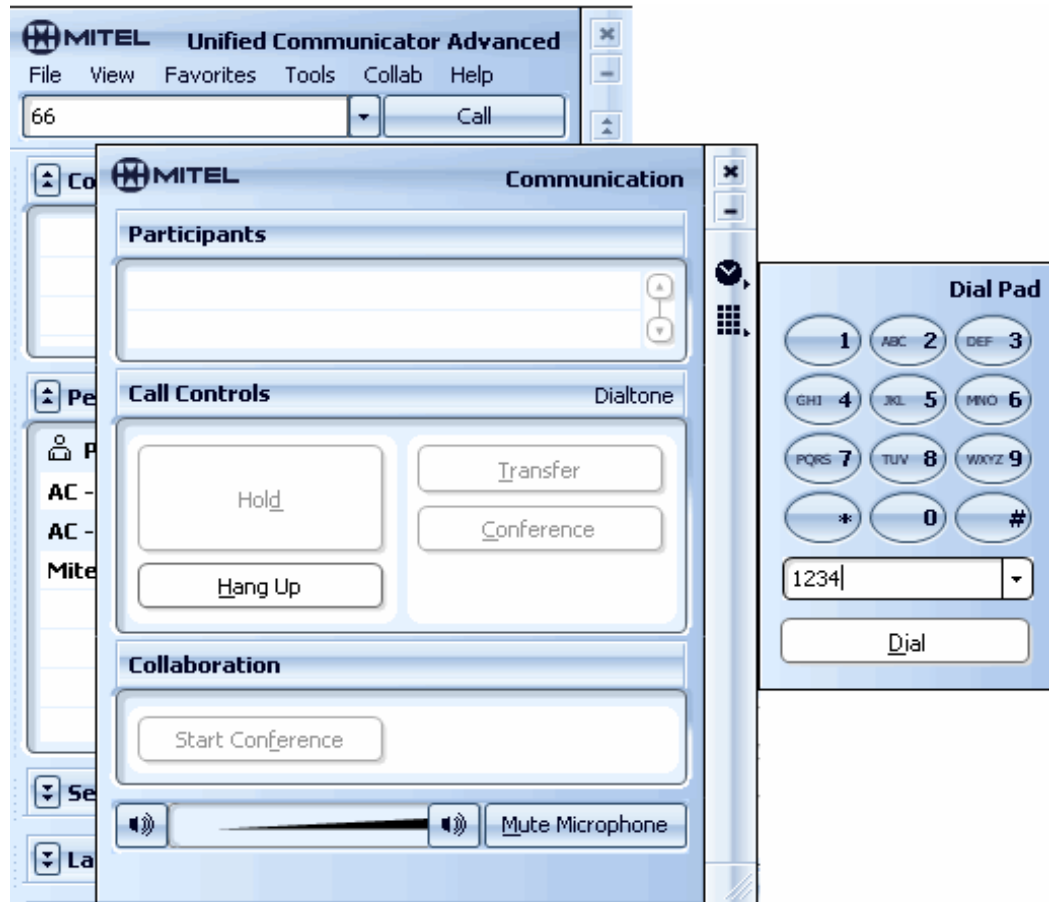
3. Enter additional account codes and the destination number using the Dial Pad:

    a. Type the account code in the box.

    > | NOTE | If you have typed the account code or number previously, you can select it from the list box. |
    > | --- | --- |

    b. Click **Dial**.

    c. Continue entering account codes until you have entered all of the required account codes in the proper order.

    d. Type the destination number in the box.

    e. Click **Dial** to place the call.