

# Mitel<sup>®</sup> Unified Communicator<sup>®</sup> Advanced

## About UC Advanced

Mitel Unified Communicator (UC) Advanced converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration, to simplify and enhance real-time communications.

You can access the full suite of UC Advanced features from the UC Advanced Desktop Client. The UC Advanced Web and Mobile Portals provide remote access to a subset of UC Advanced features.

## Integrated Applications

The following Mitel applications interoperate with UC Advanced:

- **NuPoint Unified Messenger (UM):** Provides access to NuPoint UM voice mail and FAX messages from the Desktop Client's Visual Voice Mail view and from the Messages tab on the UC Advanced portal.
- **Audio and Web Conferencing (AWC):** Provides access to collaboration features such as real-time audio and Web conferencing, annotation, chat, file transfer, and desktop sharing.
- **Mitel Border Gateway (MBG) and Web Proxy:** Provides a secure communications path for remote UC Advanced users to the Unified Communications server, the Web portal, and the Mobile portal. (MCD PBXs only.)
- **Mitel Mobile Extension (ME):** Provides twinning between your UC Advanced desk phone and another internal or external phone. (MCD PBXs only.)

## Desktop Client Requirements

To install and use the UC Advanced Desktop Client, you must have an IBM-compatible Personal Computer (PC) that meets the following requirements:

- Intel<sup>®</sup> Pentium<sup>®</sup> 4 Central Processing Unit (CPU), 1GHz or faster
- 40 MB of free disk space
- A minimum of 1 GB Random Access Memory (RAM), 2GB recommended
- One of the following operating systems:
  - Microsoft<sup>®</sup> Windows<sup>®</sup> XP Professional Service Pack (SP) 3, 32- or 64-bit
  - Windows Vista<sup>®</sup> Business/Enterprise/Ultimate SP2, 32- or 64-bit
  - Citrix<sup>®</sup> Client v4.0 or 4.5
- Microsoft .NET Framework, 3.5 SP1 installed

## Web and Mobile Portal Requirements

To access the Web Portal, use one of the following supported Web browsers from your computer:

- Microsoft Internet Explorer (IE)<sup>®</sup> 7 or 8
- Mozilla<sup>®</sup> Firefox<sup>®</sup> 3.x

To access the Mobile Portal, use a native Web browser on your mobile device running one of the following supported mobile operating systems:

- RIM<sup>®</sup> BlackBerry<sup>®</sup> 4.5 and later
- Apple iPhone<sup>™</sup> 1.x and later
- Google<sup>™</sup> Android<sup>™</sup> 1.x and later
- Windows Mobile<sup>®</sup> 6.x and later
- Symbian 9.4 or 9.5

## Welcome E-mail Message

After your UC Advanced account has been created, you will receive a welcome e-mail providing the following information and links:

- Your UC Advanced Login ID and Password
- Your desk phone and softphone extensions
- A link to the UC Advanced URL
- A link to this quick reference guide
- A link to the client software
- The Unified Communications Server Fully Qualified Domain Name (FQDN).

## Client Software Installation

If you do not have permission to install software on your computer, your system administrator will install the UC Advanced Desktop Client for you.

### To install the Desktop Client:

1. If required, upgrade your operating system and Web browser to the required versions.
2. Install the Microsoft [.NET framework v3.5 SP1](#), or upgrade to the required version.
3. Browse to the UC Advanced software location, as specified by your system administrator.
4. Download the software to your computer.
5. Double-click the `UnifiedCommunicatorAdvanced.msi` file to start the installation.
6. Follow the instructions in the installation wizard to install the Desktop Client.
7. Click **Finish** to complete the installation.



**Note:** Refer to the welcome e-mail message when the Installation wizard prompts you to provide the Unified Communications Server FQDN.



Part number 835.3264, Unified Communicator Advanced, release 3.0

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## Desktop Client

The Desktop Client provides full access to the UC Advanced features that you are licensed to use.

### Log In/Out

Use the UC Advanced credentials provided in the welcome e-mail message to log in to the Desktop Client.

#### To log in to the Desktop Client:

1. Double-click the UC Advanced shortcut on your desktop. The Login dialog box appears.
2. Type your **Login ID** and **Password** in the Login dialog box.
3. (Optional) Select **Log me in automatically** if you want to skip the Login dialog box in the future.
4. Click **Log in**.

#### To log out of the Desktop Client:

Select **Exit** from the main menu to log out of the Desktop Client.

### Setup Wizard

When you log in to the Desktop Client the first time, follow the Setup wizard to add phone numbers, calendar integration, and your voice mail personal identification number (PIN) to your account.

### Main Menu







The main menu on the Desktop Client provides access to several features and options including configuration options, historical data, collaboration features, version information, and Help.

### Dynamic Status View

The Dynamic Status feature determines how your calls are routed based on your current status. Click the Dynamic Status icon, at the top of the Desktop Client, to change, add, or edit your status.

### Views

The views in the Desktop Client's main window provide access to UC Advanced features.

Icon	View and Features
	<b>Call History:</b> Provides call histories for your dialed, received, and missed calls. Right-click a number in the call history to access additional options.
	<b>Contacts:</b> Provides your list of corporate contacts, personal contacts, and favorites. Right-click a contact to access additional options.
	<b>Visual Voice Mail:</b> Allows you to play, forward, and delete voice mail messages, view fax messages, and change your voice mail PIN.
	<b>ACD:</b> Provides an interface for handling Automatic Call Distribution (ACD) Hunt Group calls.
	<b>Launchpad:</b> Provides quick access to telephone numbers, URLs, applications, and files on your computer.
	<b>Communications:</b> Provides the current status (idle, ringing, busy) for your phone lines.

### RSS Window

The RSS window provides access to syndicated content such as event listings, headlines, or corporate information.

## Web and Mobile Portals

The UC Advanced Web and Mobile Portals provide remote access to a subset of UC Advanced features.

### Log In/Out

Use the UC Advanced credentials provided in the welcome e-mail message to log in to the Web and Mobile Portals.

#### To log in to the Web and Mobile Portals:

1. Open a Web browser from your computer or mobile device.
2. Navigate to the UC Advanced URL, as specified in the welcome e-mail you received. The Login page appears.
3. Type your **Login ID** and **Password** on the Login page.
4. (Optional) To save your password for future logins, select the **Remember me** option.
5. Click **Log in**.

#### To log out of the Web and Mobile Portals:

Click the log out icon  at the top of the page.

### Features

The Web and Mobile Portals provide an intuitive interface with access to the following features:

- **Dynamic Status:** Displays your current status and allows you to change your status.
- **Call History:** Provides call history information for your missed, received, and placed calls.
- **Corporate Contacts:** Provides a list of corporate contacts, a search function, and a way to view contact details.
- **Messages:** Provides a list of your current voice mail and FAX messages.
- **Account Options:** Provides a way to update your password and change your time zone.

## Password Reset

If you forget your password, you can reset it from the Desktop Client, Web Portal, or Mobile Portal.

#### To reset your password:

1. From the Login dialog box or portal Web page, click **Forgot my password**. The Reset Password dialog box or page appears.
2. Type your **Login ID** and **E-mail address** in the dialog box or portal Web page.
3. Click **Reset**.

When you reset your password, UC Advanced generates a new password and sends it to you in an e-mail message. After you use the new password to log in, you are prompted to change it.

### Help

For additional feature information and task-related instructions, refer to the **Help**:

- **Desktop Client:** Click the Help icon on the title bar or select **Help** from the main menu.
- **Web or Mobile Portal:** Click the Help icon at the top right of the Web page.