

# Mitel® Unified Communicator® Advanced

## About UC Advanced

Unified Communicator (UC) Advanced is a software communications product integrated with the advanced call management features of Mitel Communications Director (MCD), Mitel 5000 Communications Platform (CP), and Inter-Tel® Axxess® Converged Communications Platform.

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

You can access UC Advanced features from the following interfaces:

- Desktop Client (includes embedded softphone)
- Web Portal
- Mobile Portal
- UCA Mobile for BlackBerry®

## Integrated Applications

The following Mitel applications interoperate with UC Advanced:

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

\* Supported for MCD systems only.

## Welcome E-mail Message

After your UC Advanced account has been created, you may receive a welcome e-mail message, which provides your UC Advanced login credentials, the URL to the Web and Mobile Portals, and other important UC Advanced information. Retain this e-mail message in a secure location for future reference.

## Desktop Client

The Desktop Client is installed on your computer and provides full access to the UC Advanced features that you are licensed to use.

## Requirements

To install and use the UC Advanced Desktop Client, you must have a Personal Computer (PC) that meets the requirements listed in the following table.

Component	Requirement
CPU	Intel® Pentium® 4, 1.4 GHz or faster
Disk Space	100 MB free hard disk space
RAM	1 GB (Minimum), 2 GB (Recommended)
NIC	Full duplex, 10/100/1000 Mbps, (100 Mbps full duplex recommended)
Sound Card	Full duplex
Operating System	Microsoft® Windows® XP Professional, Service Pack (SP) 3, 32- or 64-bit
	Windows Vista® Business/Enterprise/Ultimate SP2, 32- or 64-bit
	Windows 7 Business/Enterprise/Ultimate, 32- or 64-bit
	Citrix® ICA Client, 4.5 or 5.0
Digital Media Player	Windows Media® Player 6 or later

In addition, the computer must have Microsoft .NET Framework, 3.5 SP1 installed.

## 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 Desktop Client software location, as specified in the welcome e-mail message.
4. Download the software to your computer.
5. To start the installation, launch the `UnifiedCommunicatorAdvanced.msi` file.
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, Version 3.2, July2010

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## 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. Launch the UC Advanced Desktop Client application. 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.

## Operating Modes

You can run the Desktop Client in the following modes:







- **Full:** Provides an expanded interface with full access to all views and interface elements.
- **Search Bar:** Provides a compact interface with access to search and frequently-used features.
- **Tray:** Provides a status icon and condensed menu in the Windows system tray.

## Dynamic Status

The Dynamic Status view on the Desktop Client allows you to configure and change your Dynamic Status, which includes call routing options and presence settings. In addition, you can place a call, select a device, and contact a favorite or frequently-called contact from the Dynamic Status view.

## 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) 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.

## Main Menu

The main menu on the Desktop Client provides access to the following features:

- **Configuration:** Provides options to configure the Desktop Client appearance and frequently-used features such as call notification, calendar and Personal Information Manager (PIM) integration, softphone, and teleworker settings.
- **My Account:** Provides a way to add contact information, upload a photo, and configure additional aspects of your UC Advanced account.
- **Call and Chat History:** Provides access to detailed call and chat historical data.
- **Console\*:** Provides access to attendant functions such as answer, transfer, hold, and the ability to view and change another user's Dynamic Status.
- **Collaboration\*:** Provides access to audio and Web conferencing and related collaboration features.
- **Help:** Provides detailed feature information and task-related instructions.

\* Licensed feature.

## RSS Window

Provides access to scrolling Really Simple Syndication (RSS) content such as news headlines, excerpts from discussion forums, or corporate information. Also includes links to Web content and additional RSS feeds, as well as navigation capabilities.

## Other Features

The Desktop Client also includes the following communication features:

- **PIM Integration:** Creates a connection between UC Advanced and the contacts in your PIM. Supported PIMs include Microsoft Outlook<sup>®</sup>, IBM<sup>®</sup> Lotus Notes<sup>®</sup>, and Sage<sup>®</sup> Software ACT!<sup>®</sup>.
- **Calendar Integration:** Provides automatic updates to your Dynamic Status based on your daily Microsoft Outlook or IBM Lotus Notes calendar entries.
- **Knowledge Management:** Provides indexing and search functions to correlate files and e-mail messages with your contacts.
- **Chat:** Provides multi-party chat capabilities and file transfer features for UC Advanced corporate contacts.
- **Call Window:** Provides call control functions such as Hold, Transfer, and Conference for your calls. In addition, call annotation tools allow you to record and time calls, and create notes for calls.
- **External Dialing:** Provides external dialing functionality from Microsoft Word, Outlook, Internet Explorer<sup>®</sup>, and Lotus Notes.
- **IM Client Integration:** Allows you to monitor presence information and launch instant message (IM) sessions for the Windows Live Messenger and Office Communicator IM clients.

## Web and Mobile Portals

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

### Requirements

To access the Web Portal, use a supported Web browser to navigate to the URL provided in the welcome e-mail message. Use the native Web browser provided with a supported operating system to access the Mobile Portal.

Component	Requirement
Web Portal	
Web browser	Microsoft Internet Explorer (IE) 7 or 8
	Mozilla® Firefox® 3.x
	Apple® Safari 4.x
Mobile Portal	
Operating System	RIM® BlackBerry® v4.5 or later
	Windows Mobile® 6.5, 7.0
	Apple® iPhone 1.x, 2.x, 3.1
	Google™ Android™ 1.x, 2.0
	Symbian 9.4, 9.5

### 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 URL provided in the welcome e-mail message 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** link 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, add, edit, and delete Dynamic Statuses.
- **OfficeLink:** Allows you to place calls from the Web and Mobile Portals using one of the devices configured for your UC Advanced account.
- **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, and a way to download them to your device.
- **Account Options:** Provides a way to edit your Dynamic Extensions, update your password, and change your time zone.

## UCA Mobile for BlackBerry

UC Advanced Mobile for BlackBerry is a mobile device client application that provides automatic Dynamic Status updates based on your current location. In addition, the client provides access to messages, Corporate Contacts, call logs, and the OfficeLink feature.

### Requirements

To install and use the UC Advanced mobile client features and functions, your mobile device must meet the requirements specified in the following table.

Component	Requirement
Mobile Device and Operating System*	RIM BlackBerry mobile device running OS v4.5 or later
Disk Space	2 MB free disk space
Locator Service	GPS, Bluetooth®
Data Connection	Enabled
Network	850 or 1900 Mhz GSM®/GPRS networks (North America)
	900 or 1800 Mhz GSM/GPRS networks (Europe/Asia/Pacific)
	EDGE networks

\* Consult your mobile service provider for BlackBerry mobile operating system upgrades.

### Software Installation and Setup

Download and install the mobile client on your BlackBerry device.

#### To install the BlackBerry mobile client application:

1. Open a Web browser from your mobile device.
2. Browse to the UCA Mobile for BlackBerry software location, as specified by the welcome e-mail message.
3. Click **Download** to download and install the software to your BlackBerry device.
4. Select **Run** to start the Setup Wizard.

The Setup Wizard provides a connection test and allows you to select a locator service (GPS or Bluetooth).



**Note:** The application icon is saved to your downloads folder after installation. You can move the icon to the home screen for easy access.

### Run/Exit

#### To run the application:

Select the UC Advanced Mobile for BlackBerry icon.

#### To exit the application:

Press the BlackBerry menu button and select **Exit**.

### Features

The mobile client application provides access to all of the features provided by the Web and Mobile Portals *plus* the following location-based features:

- **Location Manager:** Allows you to define locations based on GPS or Bluetooth markers which automatically change your Dynamic Status. Also displays your current location on your BlackBerry map application.
- **Scheduler:** Configures GPS and Bluetooth search intervals and time-out options to conserve battery power on your mobile device.