

# Mitel<sup>®</sup> Unified Communicator<sup>®</sup> 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<sup>®</sup> Axxess<sup>®</sup> Converged Communications Platform.

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 UC Advanced features from the following interfaces:

- Desktop Client (includes embedded softphone)
- Web Portal
- Mobile Portal
- UCA Mobile for BlackBerry<sup>®</sup> Client
- UCA Mobile for Android Client
- UCA Mobile for iPad Client
- UCA Mobile for iPhone Client

## Integrated Applications

The following Mitel applications interoperate with UC Advanced:

- **Audio and Web Conferencing (AWC):** Provides access to collaboration features such as real-time audio, video, and Web conferencing, annotation, desktop and application sharing, and file transfer from the Desktop Client.
- **NuPoint Unified Messaging™ (UM):** Provides access to voice mail and FAX messages from the UC Advanced interfaces.
- **Mitel Border Gateway (MBG)\* and Web Proxy\*:** Provides a secure communications path for remote UC Advanced users to the Unified Communications server.
- **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, your computer must meet the requirements listed in the following table.

Component	Requirement
CPU	Intel <sup>®</sup> Pentium <sup>®</sup> 4, 1.4 GHz minimum, (2 GHz recommended)
Disk Space	100 MB free hard disk space
RAM	2 GB Minimum
NIC	Full duplex, 10/100/1000 Mbps, (100 Mbps full duplex recommended)
Sound Card	Full duplex
Operating System	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 Windows 7 Business/Enterprise/Ultimate, 32- or 64-bit
Digital Media Player	Windows Media <sup>®</sup> Player 6 or later
Microsoft .NET™ Framework	v4.0

UC Advanced runs on the following thin clients\*:

- Citrix<sup>®</sup> XenApp<sup>®</sup> Client v4.5, 5.0
- Remote Desktop Service v6.1

\* Softphone and video calls are not supported.

### 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. Install the [Microsoft .NET framework v4.0](#).
2. Browse to the Desktop Client software location, as specified in the welcome e-mail message.
3. Download the software to your computer.
4. To start the installation, launch the `UnifiedCommunicatorAdvanced.msi` file.
5. Follow the instructions in the installation wizard to install the Desktop Client.



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6. 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.

## 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. 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:

- **Normal:** Provides an expanded interface with full access to all views and interface elements.
- **Compact:** 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.

## Main Menu

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

- **Configuration:** Provides options to configure features such as call notification, calendar integration, softphone settings, teleworker settings, and USB devices.
- **My Account:** Provides a way to add contact information, upload a photo, and configure additional aspects of your UC Advanced account.
- **Dynamic Status:** Allows you to create and delete Dynamic Statuses and edit Dynamic Status elements such as call routing and presence information.
- **Detailed Call History:** Provides access to detailed historical data for calls.
- **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, video, and Web conferencing, and related collaboration features.
- **Import Contacts:** Imports contacts to UC Advanced from your Microsoft Outlook®, IBM® Lotus Notes®, or Sage® Software ACT!® Personal Information Manager (PIM).

\* Licensed feature.

## Dynamic Status

The Dynamic Status view indicates your current Dynamic Status and presence settings. From the Dynamic Status view you can change your status, and configure Dynamic Status elements.

## Views

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

Icon	View and Features
	<b>Contacts:</b> Provides your list of corporate contacts, personal contacts, and favorites. Right-click a contact to access additional options.
	<b>Video Contacts:</b> Provides your list of corporate contacts that are currently enabled for video calls.
	<b>Call History:</b> Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	<b>Communications:</b> Provides the current status (idle, ringing, busy) for your phone lines.
	<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.

## 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.

## Features

The Desktop Client includes the following communication management features:

- **Presence management:** Provides real-time telephony, video, and chat/IM availability information for the contacts you are currently monitoring.
- **Contact management:** Provides access to corporate contacts, and allows you to import and organize personal contacts. Right-click any contact to access associated communication options for that contact.
- **Call management:** Provides call control capabilities from the Call window. The Call window displays contact presence information and provides additional communication options.
- **Video call management:** Provides video broadcasting capabilities, view options, and camera-related settings from the Video window.
- **Chat management:** Chat configuration options allow you to customize chat settings and alerts. The Chat dialog box provides access to multi-party chat, emoticons, file transfer, and chat history features.

- **Calendar integration:** Provides automatic updates to your Dynamic Status based on your daily Outlook or Lotus Notes calendar entries.
- **Knowledge management:** Provides indexing and search functions to associate files and e-mail messages with your contacts.

## 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
<b>Web Portal</b>	
Web browser	Microsoft Internet Explorer (IE) 7 or 8
	Mozilla® Firefox® 3.x
	Apple® Safari 4.x
<b>Mobile Portal</b>	
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 voice mail PIN.

## UCA Mobile for Smart Phones

UC Advanced Mobile for Smart Phones (BlackBerry, Android, iPad, and iPhone) is a client application that provides automatic Dynamic Status updates based on your current location, as well as access to other UC Advanced features.

### Requirements

To install and use the UC Advanced mobile client features and functions, your mobile device must meet the following requirements:

#### **BlackBerry**

RIM BlackBerry mobile device running OS v 4.5 or later.

#### **Android**

Android mobile device running OS v 2.0 or later

#### **iPad**

Apple iPad mobile device running OS v 4.3 or later.

#### **iPhone**

Apple iPhone mobile device running OS v 4.2 or later.

### Software Installation and Setup (BlackBerry)

Download and install the mobile client on your BlackBerry device.

#### *To install UCA Mobile on your BlackBerry device:*

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 personal locations based on GPS or Bluetooth markers, which automatically change your Dynamic Status. If you have administrator permissions, you can create, edit, and delete Corporate Locations for all users on the system.
- **Scheduler:** Configures GPS and Bluetooth search intervals and time-out options to conserve battery power on your mobile device.

### Software Installation and Setup (Android)

Download and install the mobile client on your Android device.

*To install UCA Mobile on your Android device:*

1. Open a Web browser from your mobile device.
2. Browse to the UCA Mobile for Android software location, as specified by the welcome e-mail message.
3. Click **Download** to download and install the software to your Android 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).

### Run/Exit

*To run the application:*

Select the UC Advanced Mobile for Android icon.

*To exit the application*

Press the Android 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 personal locations based on GPS or Bluetooth markers, which automatically change your Dynamic Status. If you have administrator permissions, you can create, edit, or delete Corporate Locations for all users on the system.
- **Scheduler:** Configures GPS and Bluetooth search intervals and time-out options to conserve battery power on your mobile device.



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

### Software Installation and Setup (iPad)

Download and install the mobile client on your iPad device.

*To install UCA Mobile on your iPad device:*

1. Go to the App Store or iTunes on your iPad device.
2. Locate the UCA for Mobile application.
3. Tap **Download** to download and install the software to your iPad device.

### Features

The mobile client application provides access to all of the features provided by the Web and Mobile Portals

plus the **Location Manager**. The Location Manager allows you to define personal locations based on GPS markers, which automatically change your Dynamic Status. If you have administrator permissions, you can create, edit, or delete Corporate Locations for all users on the system.

### Software Installation and Setup (iPhone)

Download and install the mobile client on your iPhone device.

*To install UCA Mobile on your iPhone device:*

1. Go to the App Store or iTunes on your iPhone device.
2. Locate the UCA for Mobile application.
3. Tap **Download** to download and install the software to your iPhone device.

### Features

The mobile client application provides access to all of the features provided by the Web and Mobile Portals plus the **Location Manager**. The Location Manager allows you to define personal locations based on GPS markers, which automatically change your Dynamic Status. If you have administrator permissions, you can create, edit, or delete Corporate Locations for all users on the system.

