MITEL UNIFIED COMMUNICATOR ADVANCED

About UC Advanced

Mitel® 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, 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 to simplify and enhance real-time communications.

You can access features from the following interfaces:

- Desktop Client
- Web/Mobile Portal
- UCA Mobile for BlackBerry® Client
- UCA Mobile for Android® Client
- UCA Mobile for iPad™ Client
- UCA Mobile for iPhone™ Client
- UCA for VMware View
- MiVoice for Lync

Integrated Applications

The following Mitel applications interoperate with UC Advanced:

- **Mitel Collaboration Advanced (MCA - formerly known as Audio and Web Conferencing):** 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 **Remote Proxy***: Provides a secure communications path for remote UC Advanced users to the Unified Communications server.
- **UC Mobile (Dynamic 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 that 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	Dual Core, 1.6 GHz
Disk Space	100 MB free hard disk space
RAM	2 GB Minimum (4 GB or more 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
	Windows 8 Desktop mode only 32 or 64-bit
Digital Media Player	Windows Media® Player 6 or later
Microsoft .NET™ Framework	v4.0

UC Advanced runs on the following thin clients:

- Citrix® XenApp® Client v4.5, 5.0*
- Remote Desktop Service v6.1*
- VMware Horizon View 4.6, 5.0**, 5.1 or 5.2

* Softphone calls are not supported.

** 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.
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.

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.
- **Manage Account**: Provides a way to add contact information, change password. upload a photo, and configure additional aspects of your UC Advanced account.
- **Manage Statuses**: Allows you to create and delete Dynamic Statuses and edit Dynamic Status elements such as call routing and presence information. Modify how Video calls and Instant Messages are handled.
- **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 Google®Contacts, Microsoft Outlook®, IBM® Lotus Notes®, or Sage® Software ACT!® Personal Information Manager (PIM).
- **Resynch Corporate Directory:** Re-synchronize your desktop client directory with your corporate directory.

- Other Main Menu items: About UCA, Send Problem Report, Help and Exit commands.

* 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
	Contacts: Provides your list of corporate contacts, favorites and other contacts. Right-click a contact to access additional options.
	Call History: Provides call histories for your dialed, received, and missed calls. Right-click a number to access additional options.
	Active Calls: Provides the current status (idle, ringing, busy) for your phone lines.
	Messages: Allows you to play, forward, and delete voice mail messages and view fax messages.
	ACD: Provides an interface for handling Automatic Call Distribution (ACD) calls.
	Launch Pad: Provides quick access to telephone numbers, URLs, applications, and files on your computer.

RSS Window

Provides access to scrolling Rich site Summary (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 and settings:

- **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 Notification**: Provides call control capabilities from the Call window. The Call window displays contact presence information and provides additional communication options.
- **Calendar integration**: Provides automatic updates to your Dynamic Status based on your Google Calendar, Exchange, Outlook, or Lotus Notes calendar entries.
- **Chat Settings**: 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.
- **Knowledge management**: Provides indexing and search functions to associate files and e-mail messages with your contacts.

- **PIM (Personal Information Manager) Integration**: Select from a list of supported PIM to be configured on UC Advanced.
- **RSS (Rich Site Summary) Window**: Enable RSS display and select valid RSS URLs.
- **Teleworker**: Define the Teleworker mode and parameters for your UCA desktop client.
- **Softphone Settings**: Enable and configure softphone related parameters including microphone, speakers, alerts, call control and video camera.

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) 8, 9, 10
	Mozilla® Firefox® 14 or later
	Apple® Safari 4.x, 5.6, 6.0 or later
	Google Chrome™ 21 or later
Mobile Portal	
	BlackBerry® v4.5, v4.6, v4.7, v5.1 and v6.0
	Windows Mobile® 6.5, 7.0
	Apple® iPhone/iPad™ 5.0 and 6.0
	Google™ Android™ 1.7 - 2.0+ (2.1 or higher recommended)
	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 and Contact Grouping**: Provides a list of corporate contacts, a search function, and a way to view contact details as well as grouping options to suit your needs.
- **Messages**: Provides a list of your current voice mail and FAX messages, and a way to download them to your device.
- **Settings**: Provides a way to edit your Dynamic Extensions, update your password, and change your voice mail PIN.

> **Note: Chat** and **Chat Notifications** is also supported on the UC Advanced Web Portal.

UCA Mobile for Smart Devices

UC Advanced Mobile for Smart Devices (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

BlackBerry mobile device running OS v5.0, v6.0 or v7.0.

Android

Android mobile device running OS v 2.1 or later

iPad

Apple iPad (including iPad mini) mobile device running OS v 5.0 or later.

iPhone

Apple iPhone mobile device running OS v 5.0 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 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.
- **Schedules**: Allows you to manage Dynamic Status updates with schedules.
- **Chat**: Enables you to set up a chat session with other users.

Software Installation and Setup (Android)

Download and install the mobile client on your Android device.

To install UCA Mobile on your Android device:

> **Note:** Android device setting: Unknown sources: *Allow installation of apps from sources other than the Play Store* must be set.

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. Once installation software is downloaded, go to your apps and tap Mitel UCA icon and follow the steps to complete your installation.

The Setup Wizard provides a test connection.

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:

- **Softphone**: A fully integrated softphone can be installed on your Android device providing UC Advanced call features functionality (such as place and answer calls, handoff, transfer, hold and mute).
- **Location Manager**: Allows you to define personal locations based on GPS or Bluetooth markers, which automatically change your Dynamic Status. If you have administrator permis-

sions, you can create, edit, or delete Corporate Lo cai tons for all users on the system.
- **Connections**: Allows you to view and configure Dynamic Status updates based on WiFi and Bluetooth connections to UC Server.
- **Schedules**: Allows you to manage Dynamic Status updates with schedules.

Software Installation and Setup (iPad and iPhone)

Download and install the mobile client on your iPad or iPhone device.

To install UCA Mobile on your iPad or iPhone device:

1. Go to the App Store on your iPad or iPhone device.
2. Search and locate UCA Mobile application.
3. Tap **FREE** to download and install the software to your device.

> **Note:** If the app is not already installed, the button will show FREE, tap the button once and it will show INSTALL APP, tap it again to launch the download and installation process. If the app was already installed, the button will show INSTALL (indicating an upgrade).

4. Follow the on-screen instructions to complete the installation.

Features

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

- **Softphone**: A fully integrated softphone can be installed on your iPad or iPhone device providing UC Advanced call features functionality (such as place and answer calls, handoff, transfer, hold and mute).
- **Location:** 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.
- **Schedules**: Allows you to manage Dynamic Status updates with schedules.

MiVoice for Lync

Mitel® MiVoice for Lync is an application which provides seamless integration of Mitel's feature rich UCA infrastructure with Microsoft Lync 2010 and 2013 clients.

Software Installation and Setup

If you do not have permission to install software on your computer, your system administrator will first install Microsoft Lync 2010 or 2013 then install MiVoice for Lync for you.

To install MiVoice for Lync:

1. Browse to MiVoice for Lync software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. To start the installation, launch the `MitelMiVoiceForLync.msi` file.
4. Follow the instructions in the installation wizard to install the client.
5. 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

To log in / out of MiVoice for Lync:

Use Microsoft Lync to sign in and out as MiVoice for Lync is integrated and will be launched automatically. Use the credentials provided in the welcome e-mail message to log in if prompted.

Features

MiVoice for Lync provides call functionality and integration to Lync by offering:

- An ntegrated softphone
- Deskphone control
- Voice integration and support of click to call with Microsoft applications, Outlook, and various web browsers.
- Mid-call features (such as transfer, conference and handoff)
- Other features such as call forwarding, do-not-disturb and auto-answer.