

MITEL

Unified Communicator Mobile

Unified Communicator Mobile Client Handset User Guide
Release 2.0



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Unified Communicator Mobile Client Handset User Guide

Release 2.0

November, 2009

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Chapter 1: Introduction

About Mitel Unified Communicator Mobile Client	3
Product Naming	3
Supported Handsets	4
About the Documentation Set.	4
Access Product Documentation	4

Chapter 2: Windows Mobile Handsets

Installing UC Mobile Client on Windows Mobile Handsets	7
Provisioning	8
Using UC Mobile Client.	10
Starting the UC Mobile Client Application	10
UC Mobile Connection Status	10
Stopping the UC Mobile Client application	11
Settings	11
Login Details	12
User Profile	13
Scheduling	15
Application Options	17
Call Voicemail	17
OfficeLink	18
Settings	18
Placing a Call	18
Call Options	19

Chapter 3: Nokia Mobile Handsets

Installing the UC Mobile Client on Nokia Mobile Handsets.	23
Using UC Mobile Client.	26
Starting the UC Mobile Client Application	26
Status	26
Stopping the UC Mobile Client Application	27
Settings	28
Scheduling	33
Application Options	35
Office Link	35
Voicemail	35

Change access point36
Placing a Call36
 Call Options37
Setting up Active Standby39

Chapter 4: Troubleshooting

Troubleshooting 45



Chapter 1
Introduction

About Mitel Unified Communicator Mobile Client

The Mitel® Unified Communicator® (UC) Mobile Client is an application on a mobile handset that communicates with the UC Mobile service. The UC Mobile Client application allows you to make calls from your mobile handset through your corporate telephone system.

UC Mobile unites the corporate and cellular communication domains, providing you with access to a common set of rich corporate-based communications services.

With UC Mobile, your cell phone acts as an extension or "twin" of your desk phone, and provides you with the core telecommunication features of your company while mobile. The result is that you avoid missed calls and gain personal productivity.

You have access to one common set of utilities inside and outside of the office to establish everyday communications functions such as call transfer and conferencing. This gives you the flexibility of choice, taking a call that was directed to your desk phone and having it simultaneously ring your mobile phone while away from your desk. Upon the arrival to the office you can transfer the call from your mobile device to your desk phone, taking advantage of additional functionality that may be available, as well as ensuring cost saving as calls are no longer on the mobile network.

With the addition of UC Mobile Client, you now truly have a single identity: your office-based extension. Only one number to call to be reached, and only one number being communicated outwards on calls originated on your mobile device. While on a call, whether inbound to the mobile or outbound from the mobile, you can simply and intuitively use your corporate telephone system's capabilities through a Graphical User Interface on your mobile device.

The UC Mobile Client application makes the following features available to you on your mobile handset:

- OfficeLink; the capability to make a call from anywhere through your corporate phone system
- Time of day scheduling, allowing you to schedule when the UC Mobile service is available
- Setting the twinned phone number
- Enabling/disabling the UC Mobile service
- Enabling/disabling Answer Confirmation

Product Naming

In previous releases, the Unified Communicator Mobile product was named Mobile Extension. Some of the client screens in the graphical user interface still display "Mobile Extension" and "ME Client". You should interpret these product names as follows:

- "Mobile Extension" is equivalent to "Unified Communicator Mobile"
- "ME Client" is equivalent to "UC Mobile Client".

Supported Handsets

The following mobile handsets are supported by the UC Mobile Client application:

- Nokia E-Series
- Windows® Mobile 6.0

About the Documentation Set

To access the documentation pages at Mitel OnLine, go to <http://edocs.mitel.com>. You require a Mitel Online username and password to access the documents on this web site.

Mitel UC Mobile:

MAS Administrator Portal Online Help, provides administration and programming procedures for the UC Mobile software.

My Unified Communications Portal Online Help, provides instructions for personalizing and customizing some of the UC Mobile and UC Mobile Client Application features.

UC Mobile Quick Reference Guide, provides quick reference information about using UC Mobile with your handset.

UC Mobile Client:

UC Mobile Client Handset User Guide (this guide), provides information about installing and using the UC Mobile Client application on your handset.

Access Product Documentation

To access Product Documentation:

1. Log on to Mitel OnLine.
2. Move the pointer over **Support**.
3. Click **Product Documentation**.
4. To access application documentation, place your mouse cursor over **Applications and Solutions**.
5. Select your application name from the drop-down list.

To access Mitel Knowledge Base articles

1. Log on to Mitel OnLine.
2. Move the pointer over **Technical**.
3. Under Related Links, click **Knowledge Base**. The Knowledge Base search engine opens.
4. From the Product list, select your application name and click **Search**.



Chapter 2

Windows Mobile Handsets

Installing UC Mobile Client on Windows Mobile Handsets

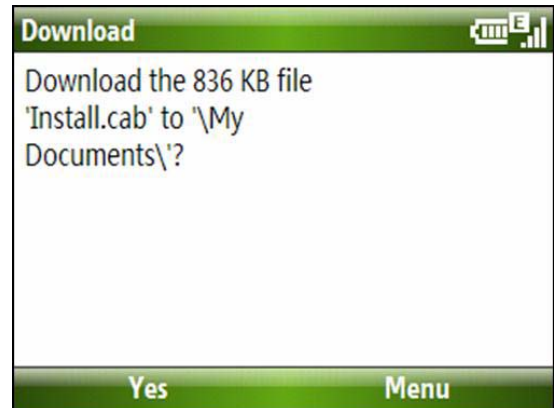
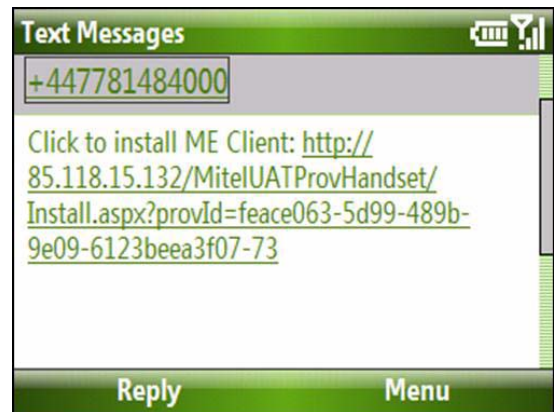
You will receive a text message on your handset notifying you that the UC Mobile Client application is ready to be downloaded. Do not delete this message from your Inbox, it will be removed later as part of the setup procedure.

Before opening the message you should ensure you have a GPRS or WiFi access point configured. You will need to have a data service enabled on your mobile device.

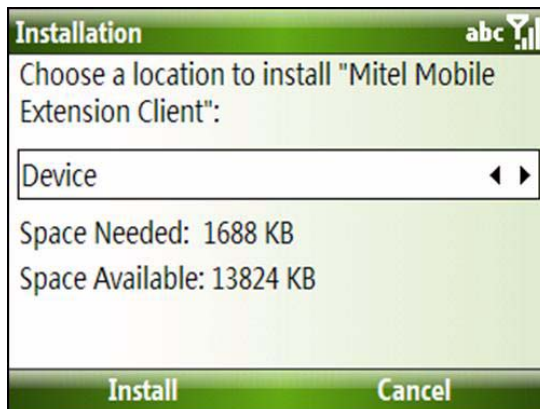
Installation involves downloading the application, provisioning the handset, and ensuring that your login credentials and user profile settings are established.

To install the UC Mobile Client application on your handset:

1. Open the Messaging application and then the text message.
2. Click the web link to in the message to begin downloading the UC Mobile Client application.
3. The **Download** screen appears. Select **Yes**.
4. You may be prompted to update the UC Mobile Client application. You will be asked to confirm replacing the existing file. Select **OK** to continue.
5. The UC Mobile Client application will now download and begin installing automatically. If asked to confirm the installation select **Yes**.



6. If you have a storage card in your handset, you will be asked to select a location to which you wish to install the application (otherwise the location will automatically be chosen as device):
 - a. Scroll Left or Right to select the location.
 - b. Select **Install**.
7. When installation is complete, you will be prompted to reboot your device. Select **Yes**. After re-booting, the UC Mobile icon displays on the main screen.
8. Setup your account as described in “Provisioning” on page 8.



Provisioning

When the UC Mobile Client application runs for the first time, it will attempt to provision your mobile handset as follows:

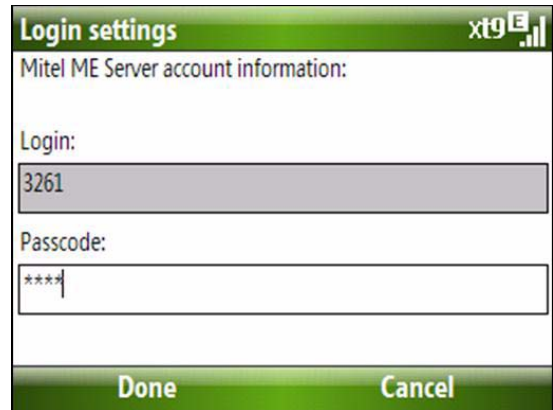
- download and configure all of your required personalized settings automatically, including:
 - your login details
 - your user profile settings
 - any optional features as setup by your administrator
- remove the original text message notice from your inbox

To begin provisioning, launch the UC Mobile Client application:

1. From the main screen, select the **Mitel ME Client**.
OR
2. Open the **Start** Menu.
3. Select **Mitel ME Client**.

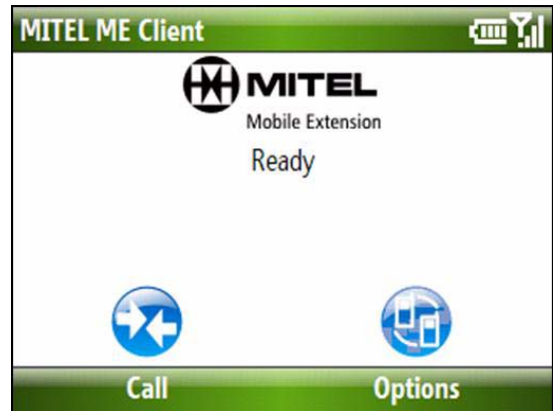


4. When provisioning is complete, enter your **Passcode** when prompted to do so.




5. The Ready screen displays.

You are now ready to use the UC Mobile Client application. See “Using UC Mobile Client” on page 10.



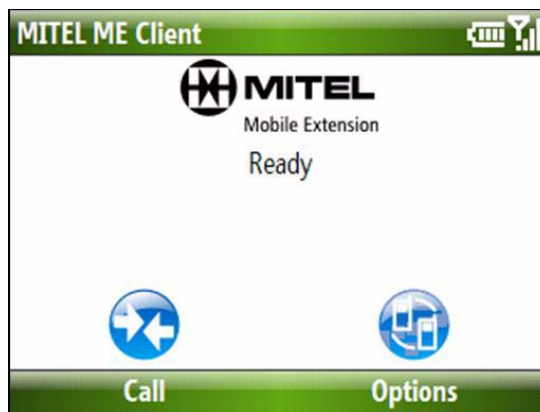
Using UC Mobile Client

The UC Mobile Client is an application accessible from the Start menu on your Windows Mobile handset.

 **Note:** During a UC Mobile Client call, the Call Waiting feature (available from your network provider) is not supported with this release of UC Mobile Client.

Starting the UC Mobile Client Application

Open the Start menu and select **Mitel ME Client**. The **Ready** screen displays.



The UC Mobile Client application is also accessible directly from the main screen display, as shown in the screen on the right. Navigate to highlight and then select the UC Mobile Client icon.

UC Mobile Connection Status

There are a number of status indications identifying whether or not outgoing calls are routed through the Mitel UC Mobile Server and your office telephone system, and if settings are turned on or off.



The two icons located at the bottom of the Ready screen indicate the status of the UC Mobile Client as follows:



OfficeLink: This icon indicates if call are being routed through your office telephone system. If this is greyed-out, then calls are not being routed through your office telephone system.



Twinning: This icon indicates if your desk phone is "twinned" with another telephone number, for example your mobile phone. When a call comes to your desk phone, your mobile phone will ring simultaneously. If this icon is greyed-out, then twinning is turned off.

The UC Mobile Client will not intercept calls when there is a connection problem or when the Twinning setting is off.

OfficeLink and Twinning are related in determining the behavior of incoming and outgoing calls. See "Twinning" on page 13 for more information.

To make calls or change settings, UC Mobile must be connected. See "Settings" on page 11 to change any of these settings.

To make calls or change settings, UC Mobile must be connected. See "Settings" on page 11 to change any of these settings.

Stopping the UC Mobile Client application

To stop the UC Mobile Client application:

1. Select **Options**.
2. Select **Exit**.



Note: By selecting **Exit**, you will not receive any of your office desk-based calls on your mobile handset.

Use the **Home** key to have the UC Mobile Client application run in the background and continue receiving your office desk-based calls on your mobile handset.

When the application is active in the background, its connection status is displayed as described above.

Settings

Settings provides you with the status of the following features of the Mitel UC Mobile Client application:

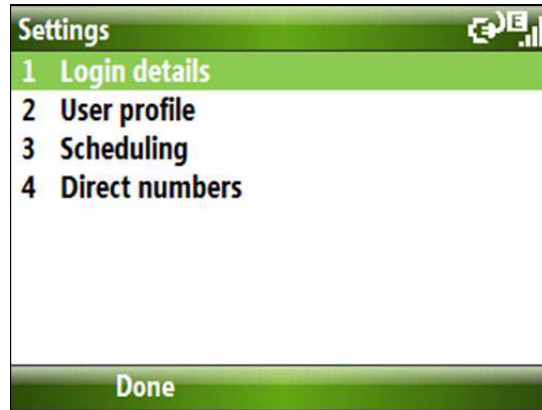
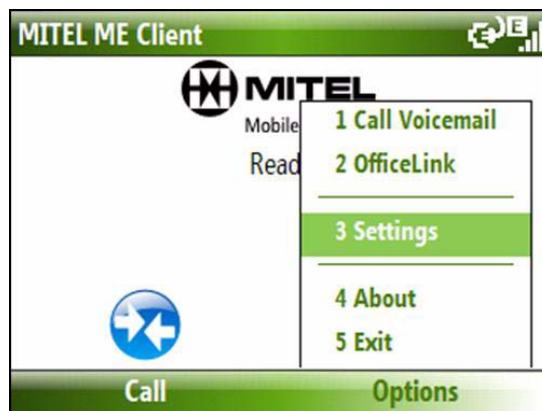
- Login
- Passcode
- Twinning
- OfficeLink

- Twin Number
- Answer Confirmation
- Direct Numbers

You can change some of the UC Mobile Client Settings on your handset. You must be connected to the UC Mobile service to change any settings.

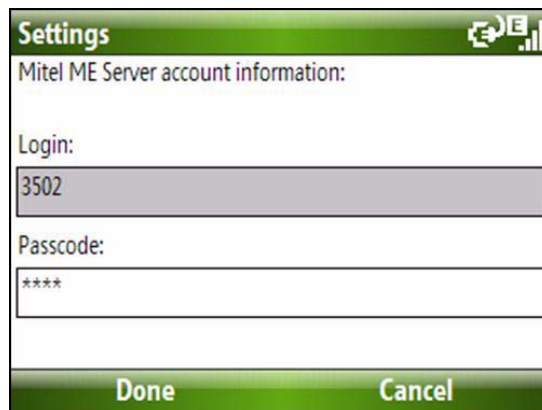
To access the Settings on your Windows Mobile handset:

1. Select **Options**.
2. Select **Settings**.
3. Select the settings you wish to change by scrolling up or down and pressing the **Action** key, or by using the numerical shortcuts.



Login Details

Login settings should all be set appropriately when the phone is first provisioned.



The **Login settings** screen displays your Login and Passcode information.

Login

Refers to your account name, normally your office desk phone number. It is a non-editable field and is set during provisioning (you may need to confirm the values if requesting support for the application). If you have any problems with your login, contact your administrator.

Passcode

The Passcode is your private code that is used when connecting to the UC Mobile service.

To change the passcode, navigate to the field using the direction keys, and make changes as necessary.

You can change your passcode at any time but be aware that setting this incorrectly will stop UC Mobile from working correctly. If you are unsure of your passcode do not change it. Contact your administrator to reset the passcode.

User Profile

When you open the **User profile** setting, all options will initially be greyed out while the settings are downloaded from the server. This will take a few moments and once the settings are populated you will be able to make changes.

To change the User profile settings:

1. Navigate to the appropriate setting.
2. Press the **Action** key to change the setting.

The screenshot shows the 'User profile' settings screen. At the top, it says 'User profile' with a signal strength icon. Below that, it displays 'Extension: 3502'. There are three checked checkboxes: 'OfficeLink', 'Twinning', and 'Answer confirmation'. Underneath, there is a 'Twin number:' label followed by a text input field containing '3502'. Below that is another text input field containing '96137975310' with left and right navigation arrows. At the bottom, there are two buttons: 'Done' and 'Cancel'.

Twining

Twining allows calls arriving at your desk phone to ring simultaneously at another phone, either a desk phone or a mobile phone. With Twining turned on, all calls to your desk phone will also ring on the other desk phone or your mobile handset.



Note: If Twining is turned off, you will not be able to use the OfficeLink feature.

Twin Number informs the UC Mobile Server of the number it should dial in addition to your desk phone if Twining is turned on.

To set a Twin Number:








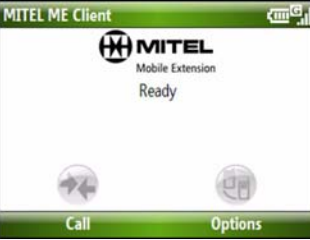
1. Navigate to the **Twin Number** textbox field in **User profile** settings.
2. Edit the number using the text keys.
3. Select **Done** when all your changes are complete.

Contact your Mitel Administrator if you are unsure of changing this setting.

In the screen example pictured above, the initial "9" is the number that is dialed when placing an external call from the corporate phone system (your actual external dialing number may be different; check with your administrator). In the box below the **Twin Number** field, you can retrieve the most recently used twin numbers, using the Left and Right navigation arrows.

Twinning and OfficeLink directly affect the way in which outgoing/incoming calls are handled by the UC Mobile Client application. The following table describes the various settings and their impact on incoming and outgoing calls.

Table 1: Twinning/OfficeLink Settings Impact on Calls

Twinning	OfficeLink	Impact on Calls	Settings Display	UC Mobile Main Screen Display
On	On	Both incoming calls to your desk-phone and outgoing calls will be routed via the UC Mobile Server. Both left (OfficeLink) and right (Twinning) icons are blue.		
On	Off	Incoming calls to your desk-phone will be routed via the UC Mobile Server. Outgoing calls <i>will not</i> be routed via the UC Mobile Server and go directly to the cellular network. The left (OfficeLink) icon appears grey and the right (Twinning) icon is blue.		
Off	On	Incoming calls to the desk-phone will not be routed to the device. Outgoing calls <i>will not</i> be routed via the UC Mobile Server; they will be placed on the cellular network as normal. Both left (OfficeLink) and right (Twinning) icons appear grey.		
Off	Off	Incoming calls to the desk-phone will not be routed to the device. Outgoing calls <i>will not</i> be routed via the UC Mobile Server; they will be placed on the cellular network as normal. Both left (OfficeLink) and right (Twinning) icons appear grey.		

Answer Confirmation

When the Answer Confirmation is enabled, all twinned calls are preceded by a prompt instructing you to "Press * to accept call". You have the following choices:

- Press * and accept the call on your twin device.
- Ignore the prompt and let the call proceed to your desk phone voice mail system.

This feature is especially useful in situations where you have twinned your desk phone to the desk phone of a co-worker. With Answer Confirmation disabled, an unanswered twin call for you may be directed to your co-worker's voice mail. When Answer Confirmation is enabled, the unanswered or declined twin call is always directed to your own desk phone voice mail.

It is recommended that Answer Confirmation be set to ON, and controlled from within the UC Mobile Client application on your mobile handset. This setting is also accessible from the User Web GUI, and should match the setting in the UC Mobile Client application.



Note: The User Web GUI provides settings for both Inbound and Outbound Answer Confirmation. If Answer Confirmation is set to ON in the UC Mobile Client application, then both the Inbound and Outbound settings in the User Web GUI should be set to ON also.

Direct Numbers

The list of Direct Numbers can be used to specify numbers that should be ignored by Mitel UC Mobile Client. Calls to these numbers will go directly to the cellular network and not through the Mitel UC Mobile Server.

To add numbers to the Direct Numbers list:

1. Select **Options**, then **Settings**.
1. Navigate to **Direct Numbers** using the direction keys.
2. Press the central **Select** button on the handset. The cursor flashes in the empty number-entry field.
3. Enter the number you wish UC Mobile Client to ignore.
4. Choose **Add Number**.
5. Select **OK**.
6. Select **Done**.

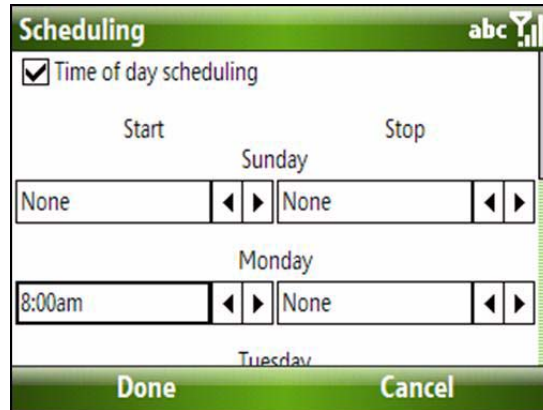
Scheduling

By default, Mitel UC Mobile will always ring both your desk phone and your twinned number. **Time of day scheduling** allows you to schedule when the UC Mobile service is on or off.

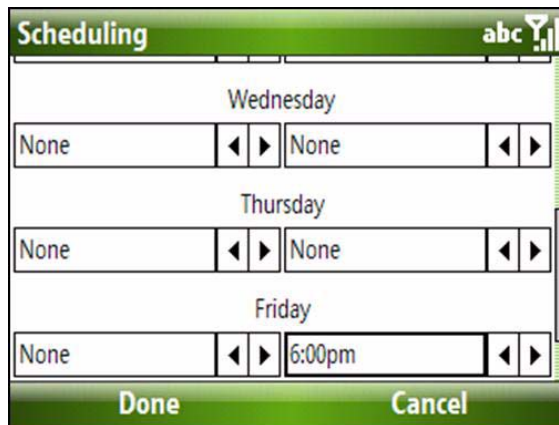
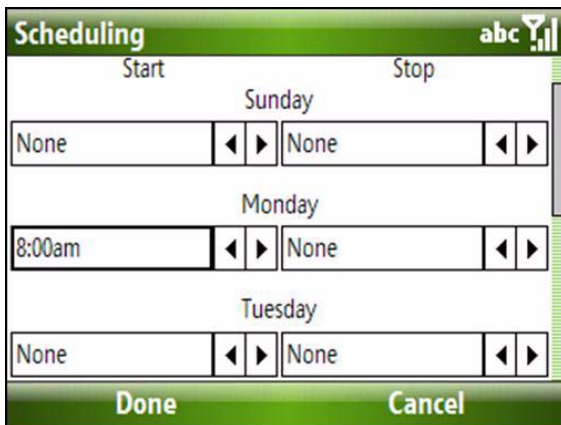
A pop-up will display while the settings are downloaded from the provisioning server. After a few moments the settings will become active and you can change them as you wish. If not, you can still proceed to enable scheduling.

To enable **Time of day scheduling**:

1. Select **Options**.
2. Select **Settings**.
3. Select **Scheduling**.
4. Select the **Time of day scheduling** checkbox.
5. Enter a Start and Stop time for you UC Mobile service:
 - a. In the highlighted **Start** field, press the **Action** key and select a time from the list.
 - b. Navigate to a **Stop** field using the **Up** and **Down** arrows on the **Navigation** key.
 - c. Press the **Action** key and select a time from the list.



For example, to start service on Monday morning and disable it Friday evening, enter a Start time for Monday and a Stop time for Friday. UC Mobile service is now enabled 24 hours per day for each weekday.



You can also enter a start and stop time for individual days. For example, to enable UC Mobile service only during the evening, enter a start time of 8:00 AM and a stop time of 10:00 PM.



Note: Time of day scheduling overrides the **Twining** setting, turning it ON and OFF according to your preset schedule. You can, however, override the preset **Time of day scheduling** by manually changing the **Twining** setting. Your manual change overrides the current scheduling and maintains its setting until the next Time of Day "start" is scheduled. For example, you enable UC Mobile service for weekdays from 8:00 AM to 6:00 PM, and then on Monday afternoon, you manually set **Twining** to OFF. Your UC Mobile service is disabled and remains disabled until Tuesday morning at 8:00 AM, when **Time of day scheduling** turns it back on. To turn UC Mobile service off and have it remain OFF, regardless of **Time of day scheduling**, you must set both **Twining** and **Time of day scheduling** to OFF.



Note: If you select the **Time of day scheduling** checkbox, and all start/stop times are set to "None", then UC Mobile service is governed by the **Twining** setting.



Note: Time of day scheduling takes effect at the first available future "start" or "stop" time. (For example, if, at 3:00 PM on Tuesday you set **Time of day scheduling** to start at 8:00 AM on weekdays, it will start at 8:00 AM on Wednesday.)

Application Options

The following options are available from the options menu when no call is in progress:

- Call Voicemail
- OfficeLink
- Settings


Call Voicemail

Initiates a call to your office-based voicemail number.

1. Choose **Options**.
2. Select **Call Voicemail**.
3. Follow the prompts to access your office-based voice mail system.

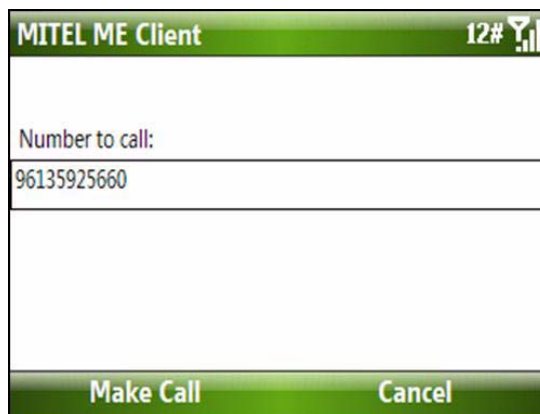
OfficeLink

This feature allows you to make calls from anywhere through your corporate telephone system. You will need to configure this through the UC Mobile User Web Interface. See your administrator for access.

 **Tip:** This option is usually quicker than dialling the number, or using the call log or phonebook.

Selecting this option brings up a number entry dialog box.

1. Choose **Options**.
2. Select **OfficeLink**. The **Number to call:** dialog displays.
3. Enter the number you wish to call.
4. Press **Make Call**.




Settings

Allows you to setup your login details, user profile, time of day scheduling, and direct numbers. See “Settings” on page 11.

Placing a Call


Once the UC Mobile Client application is started, connected, and Twinning turned on, any call initiated from the handset will be re-routed through your office telephone system.

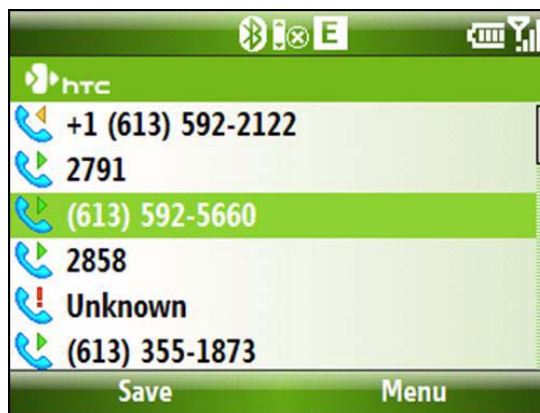
 **Note:** Emergency calls will be routed directly through the cellular network, and not through your office telephone switch.

From the application's main screen select **Call** or press the **Green** call button. The Windows Mobile dialer screen appears.

To start a call:

1. Select a contact or number from the list, or enter the digits of the number you wish to dial.
2. Press the **Call** key.

 **Note:** You can also dial the number while the UC Mobile Client application is running in the background.



The UC Mobile Client will then initialize and proceed to connect the call.

If at any point you wish to terminate the call select the **Cancel Call** button.

Call Options



Note: The call options described in this section function only for UC Mobile Client calls, i.e. twinned calls.

During a call you have access to a number of UC Mobile Client features. These features are presented under the Options menu while you are in a call.

Hold

To place the current call on Hold:

1. Choose **Options**.
2. Select **Hold**.

You can retrieve the call using the **Retrieve** option:

1. While the call is on Hold, choose **Options**.
2. Select **Retrieve** to retrieve the call on Hold.

Transfer

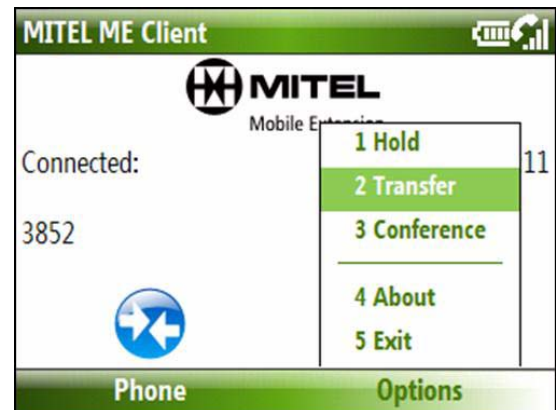
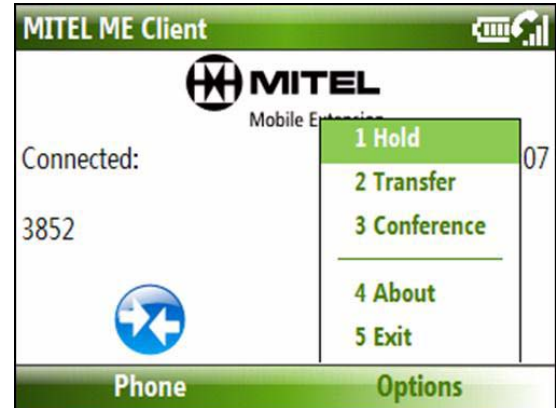
To transfer a call:

1. Choose **Options**.
2. Select **Transfer**. The **Number for transfer/conference:** screen displays.
3. Enter the number or extension to which you wish to transfer.
4. Select **OK**.

This call will ring through and the third party should then answer. Inform them you are transferring a call to them and hang up. This will transfer the call.

If the third party does not answer:

1. Choose **Options**.
2. Select **Retrieve** to retrieve the original call.



Conference

To set up a conference call with a third party:

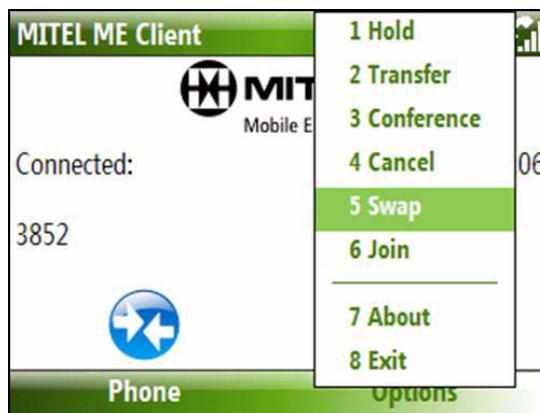
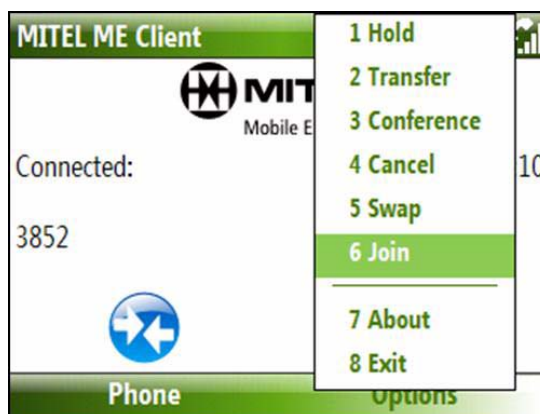
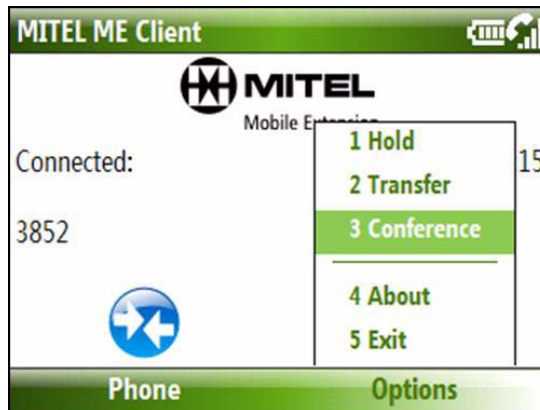
1. Choose **Options**.
2. Select **Conference**. The **Number for transfer/conference:** screen displays.
3. Enter the number or extension with which you wish to conference the call.
4. Select **OK**. This call will ring through and the third party should then answer.
5. Choose **Options**.
6. Select **Join**. This will join both calls in a conference.

If the third party does not answer:

1. Choose **Options**.
2. Select **Retrieve** to retrieve the original call.

Swap

When selecting **Hold**, **Transfer**, or **Conference**, a **Swap** option is available in the **Options** menu. If you are in two calls than Swap will swap you between the calls.





Chapter 3

Nokia Mobile Handsets

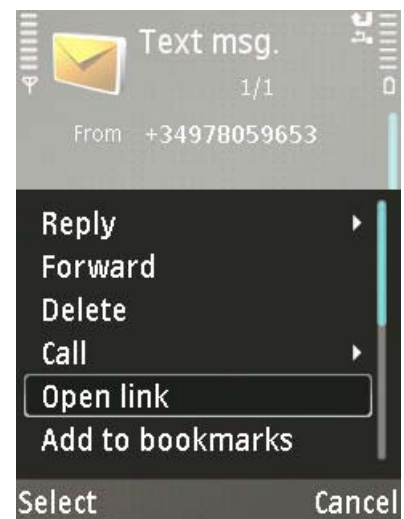
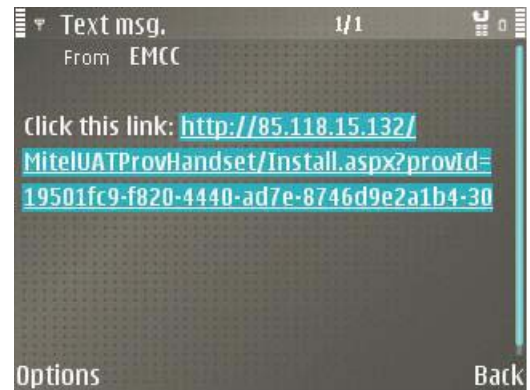
Installing the UC Mobile Client on Nokia Mobile Handsets

A text message arriving on your handset (below) is the start of the installation procedure. Do not delete this message from your Inbox, it will be removed later as part of the setup procedure.

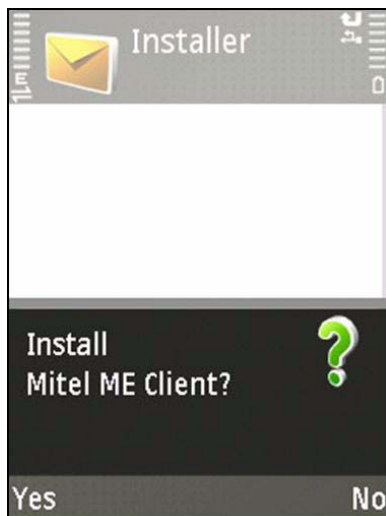
Installation involves downloading the application, provisioning the handset, and ensuring that your login credentials and user profile settings are established.

To install the UC Mobile Client application on your handset:

1. Open the Messaging application and then the text message.
2. Use the downward directional arrow to highlight the link.
3. Choose **Options** and **Open link**. Your handset will make a connection to the Internet and begin to download the UC Mobile Client application.
4. The Download Details screen appears, showing progress of the download. The download may take a few minutes depending on your connection.



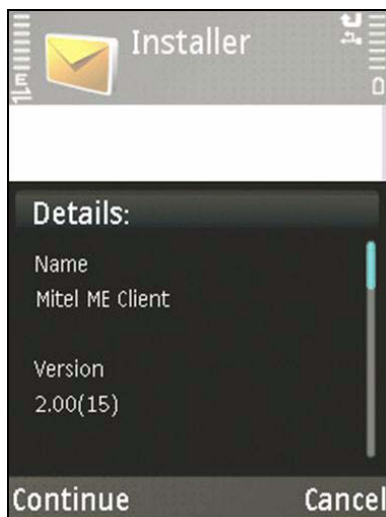
- 5. The **Install Mitel ME Client?** prompt appears. Select **Yes**.



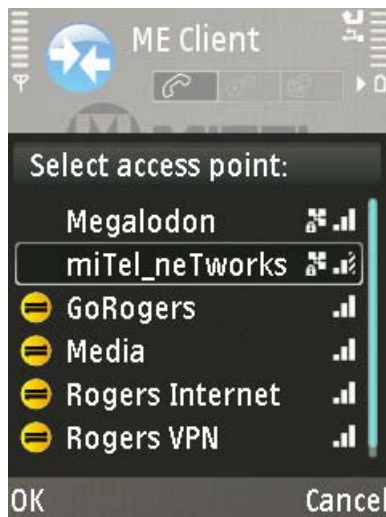
- 6. The **Details** dialog appears. Select **Continue**.



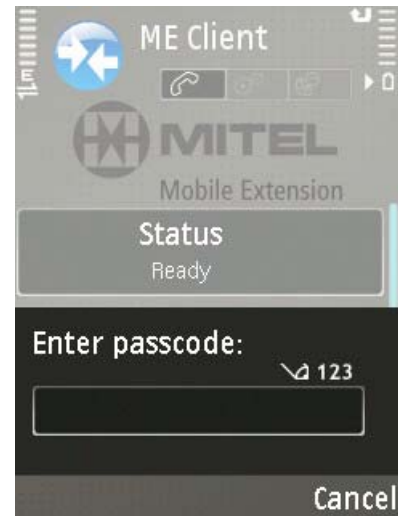
Note: You may be prompted to update the UC Mobile Client application. You will be asked to confirm replacing the existing file. Select **OK** to continue.



- 7. The **Installation Progress** displays, and when completed, you will be prompted to select an Access Point.



8. The **Provisioning Progress** displays, and you will be prompted to enter your **Passcode**.



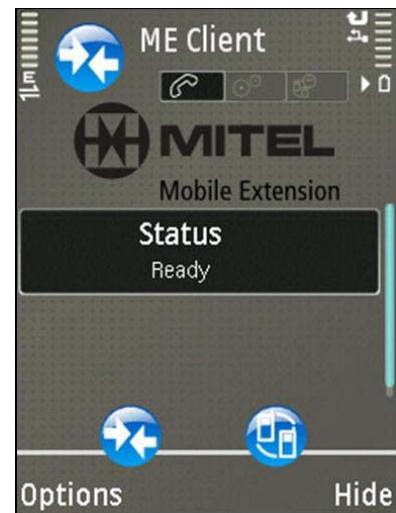
9. When Provisioning is complete, the **Status Ready** screen displays.

During provisioning the following personalized settings are automatically downloaded:

- your login details
- your user profile settings
- any optional features as setup by your administrator

Provisioning also removes the original text message from your inbox.

If there is a problem with the connection, an error message will display. In this case you can select a different access point by selecting **Options** and then **Change access point...** Once the new access point is selected the provisioning process will restart.




If the application is unable to connect via the same access point used to download (e.g. because the Mitel UC Mobile Server is accessible only via an internal Wi-Fi access point) an error message will be shown. Select **Options** and then **Change access point...** to choose the access point to use to connect to the UC Mobile Server.


The **Change access point...** option is available after provisioning is complete to change, if necessary, the access point used to connect to the UC Mobile Server.

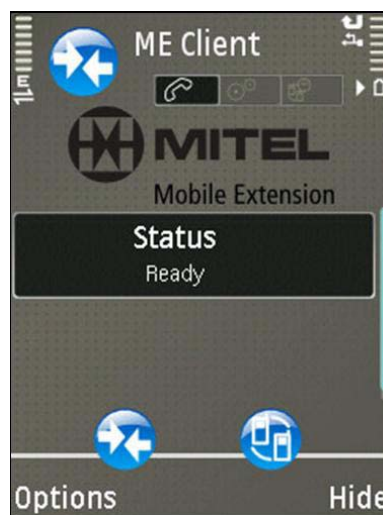
Using UC Mobile Client

The UC Mobile Client application is accessible from the Installations menu on your Nokia handset.

 **Note:** During a UC Mobile Client call, the Call Waiting feature (available from your network provider) is not supported with this release of UC Mobile Client.

Starting the UC Mobile Client Application

Open the **Applications** menu using the  key, and navigate to the **Installations** folder and select **ME Client**. The **Status Ready** screen displays.



Status

There are a number of status indications identifying whether or not outgoing calls are routed through the Mitel UC Mobile Server and your office telephone system, and if settings are turned on or off.

The two icons located at the bottom of the display indicate the status of the UC Mobile Client as follows:



OfficeLink: This icon indicates if call are being routed through your office telephone system. If this is greyed-out, then calls are not being routed through your office telephone system.



Twinning: This icon indicates if your desk phone is "twinning" with another telephone number, for example your mobile phone. When a call comes to your desk phone, your mobile phone will ring simultaneously. If this icon is greyed-out, then twinning is turned off.

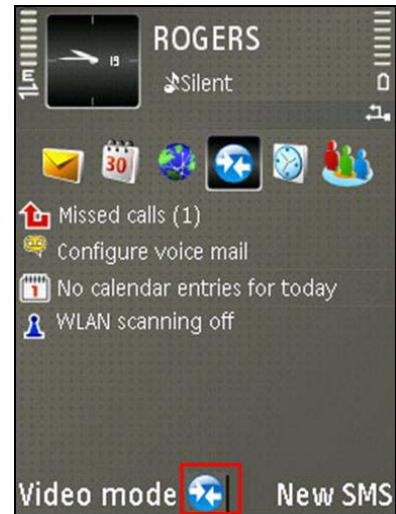
OfficeLink and Twinning are related in determining the behavior of incoming and outgoing calls. See "Twinning" on page 29 for more information.

When the UC Mobile Client is active in the background, its status can be tracked without bringing it to the foreground. The icon at the bottom of the screen, in the centre (shown highlighted in red in the diagram at the right), shows the state of the UC Mobile Client as follows:

- A Blue icon means Mitel UC Mobile Client will route calls through your office telephone system.
- An Grey icon means the calls will be made using the standard cellular network, without your office telephone system.

The UC Mobile Client will not intercept calls when there is a connection problem or when the Twinning setting is off.

To make calls or change settings, UC Mobile must be connected. See "Settings" on page 28 to change any of these settings.



Stopping the UC Mobile Client Application

To stop the UC Mobile Client application:

1. Select **Options**.
2. Select **Exit**.



Note: By selecting **Exit**, you will not receive any of your office desk-based calls on your mobile handset.

Use the **Hide** Option to have the UC Mobile Client application run in the background and continue receiving your office desk-based calls on your mobile handset.

When the application is active in the background, its connection status is displayed as described above.

Settings

Settings provides you with the status of the following features of the Mitel UC Mobile Client application:

- Twinning
- OfficeLink
- Twinned Number
- Answer Confirmation
- Login
- Passcode
- Direct Numbers

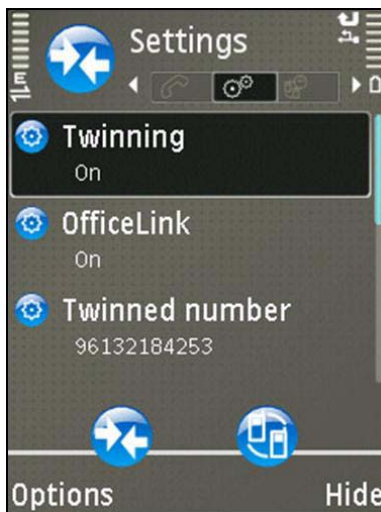
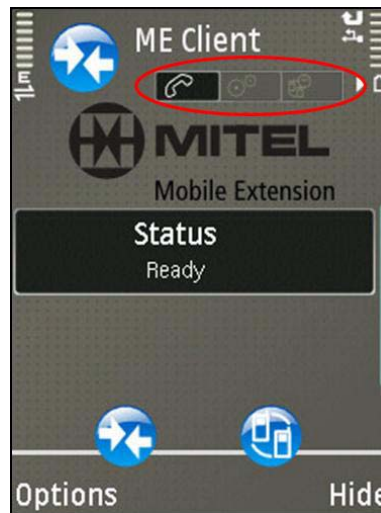
Settings are tabbed as part of the main user page, and shown circled in the image at the right. Settings are retrieved automatically from the Mitel UC Mobile Server every two minutes.

You can change some of the UC Mobile Client Settings on your handset. You must be connected to the UC Mobile service to change any settings.

To access the settings on your Nokia handset:

1. Access the Mitel UC Mobile Client application.
1. Press the right navigation key. The **Settings** screen appears.
2. Press the right navigation key again. The **Scheduling** screen appears.
3. Press the left navigation key to take you back through the previous screens.

As with the main screen, a grey icon indicates the option is turned off (or that it is a server setting and that the application is not currently connected to the UC Mobile server). If the application is not connected, the setting will show disconnected instead of the actual setting value (see “Using UC Mobile Client” on page 26).



You can change those settings that have a circular white marking inside their icon, as shown in the diagram on the right. You cannot change settings with a solid blue icon (as shown for **Login** in the diagram below); these are set during provisioning. You must re-provision the phone to change these settings.



To change a setting (based on the criteria above):

1. Navigate to the **Settings** screen using the vertical directional keys.
2. Select an item by using the horizontal direction keys.
3. Press the central **Select** button on the handset.

You can turn some settings **On** and **Off**. Other settings will open a new dialog for you to input information.

When you open **Settings**, all options will initially be greyed out while the settings are downloaded from the server. This will take a few moments and once the settings are populated you will be able to make changes. If the value for any given setting is not available, then Unavailable will be shown in place of the value.



Twinning

Twinning allows calls arriving at your desk phone to ring simultaneously at another phone, either a desk phone or a mobile phone. With Twinning turned on, all calls to your desk phone will also ring on the other desk phone or your mobile handset.

Twinned Number informs the UC Mobile Server of the number it should dial in addition to your desk phone if Twinning is turned on.

To set a Twinned number:

1. Navigate to the **Twinned Number** setting using the vertical directional keys.
2. Press the central **Select** button on the handset.
3. Enter the number with which you wish to twin your desk phone.
4. Select **OK**.

Twining and OfficeLink directly affect the way in which outgoing/incoming calls are handled by the Mitel UC Mobile Client application. The following table describes the various settings and their impact on incoming and outgoing calls.

A grey icon beside the setting indicates that this setting is turned off. A blue icon beside the setting indicates that this setting is turned on.

Table 2: Twining/OfficeLink Settings Impact on Calls

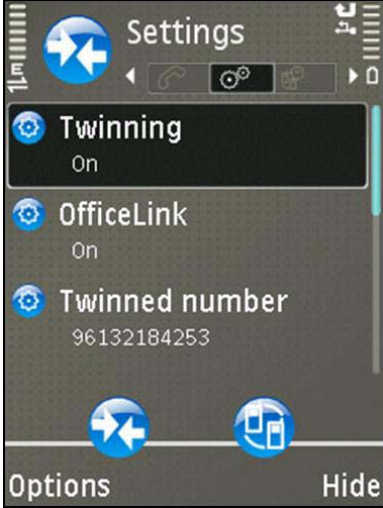
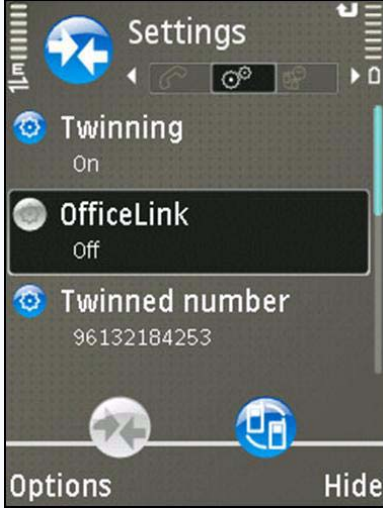
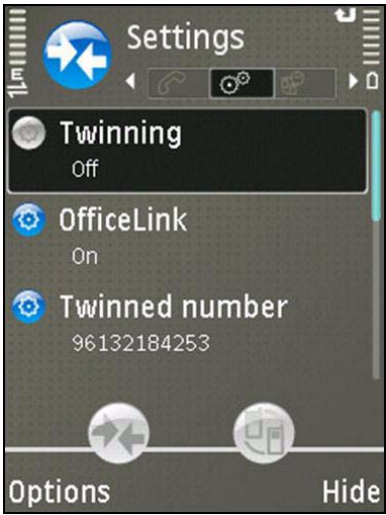

Twining	OfficeLink	Impact on Calls	Display
On	On	<p>Both incoming calls to your desk-phone and outgoing calls will be routed via the UC Mobile Server.</p> <p>Both left (OfficeLink) and right (Twining) icons are blue.</p>	
On	Off	<p>Incoming calls to your desk-phone will be routed via the UC Mobile Server. Outgoing calls <i>will not</i> be routed via the UC Mobile Server and go directly to the cellular network.</p> <p>The left (OfficeLink) icon appears grey and the right (Twining) icon is blue.</p>	

Table 2: Twinning/OfficeLink Settings Impact on Calls

Twining	OfficeLink	Impact on Calls	Display
Off	On	Incoming calls to the desk-phone <i>will not</i> be routed to the device. Outgoing calls will not be routed via the UC Mobile Server; they will be placed on the cellular network as normal. Both left (OfficeLink) and right (Twining) icons appear grey.	 A screenshot of the UC Mobile Client Settings screen. At the top, it says 'Settings' with a blue double-headed arrow icon. Below that, there are three settings: 'Twining' set to 'Off', 'OfficeLink' set to 'On', and 'Twinned number' set to '96132184253'. At the bottom, there are two icons: a double-headed arrow and a phone icon, with the labels 'Options' and 'Hide' respectively.
Off	Off	Incoming calls to the desk-phone <i>will not</i> be routed to the device. Outgoing calls will not be routed via the UC Mobile Server; they will be placed on the cellular network as normal. Both left (OfficeLink) and right (Twining) icons appear grey.	 A screenshot of the UC Mobile Client Settings screen. At the top, it says 'Settings' with a blue double-headed arrow icon. Below that, there are three settings: 'Twining' set to 'Off', 'OfficeLink' set to 'Off', and 'Twinned number' set to '96132184253'. At the bottom, there are two icons: a double-headed arrow and a phone icon, with the labels 'Options' and 'Hide' respectively.

In examples shown in the table above, the initial "9" is the number that is dialed when placing an external call from the corporate phone system (your actual external dialing number may be different; check with your administrator).

Contact your Mitel Administrator if you are unsure of changing this setting.

Answer Confirmation

When the Answer Confirmation is enabled, all twinned calls are preceded by a prompt instructing you to "Press * to accept call". You have the following choices:

- Press * and accept the call on your twin device.
- Ignore the prompt and let the call proceed to your desk phone voice mail system.

This feature is especially useful in situations where you have twinned your desk phone to the desk phone of a co-worker. With Answer Confirmation disabled, an unanswered twin call for you may be directed to your co-worker's voice mail. When Answer Confirmation is enabled, the unanswered or declined twin call is always directed to your own desk phone voice mail.

It is recommended that Answer Confirmation be set to ON, and controlled from within the UC Mobile Client application on your mobile handset. This setting is also accessible from the User Web GUI, and should match the setting in the UC Mobile Client application.



Note: The User Web GUI provides settings for both Inbound and Outbound Answer Confirmation. If Answer Confirmation is set to ON in the UC Mobile Client application, then both the Inbound and Outbound settings in the User Web GUI should be set to ON also.

Login

Refers to your account name, normally your office desk phone number. It is a non-editable field and is set during provisioning (you may need to confirm the values if requesting support for the application). If you have any problems with your login, contact your administrator.

Passcode

The Passcode is your private code that is used when connecting to the UC Mobile service.

To change the passcode:

1. Navigate to the field using the direction keys.
2. Make the necessary changes.



Caution: You can change your passcode at any time but be aware that setting this incorrectly will stop UC Mobile from working correctly. If you are unsure of your passcode do not change it. Contact your administrator to reset the passcode.

Direct Numbers

The list of Direct Numbers can be used to specify numbers that should be ignored by Mitel UC Mobile Client. Calls to these numbers will go directly to the cellular network and not through the Mitel UC Mobile Server.

To add numbers to the Direct Numbers list:

1. Navigate to **Direct Numbers** using the direction keys.
2. Press the central **Select** button on the handset. The **New number...** field is highlighted.
3. Choose **Select**.

4. Enter a phone number in the **Enter number:** field.
5. Select **OK**.
6. Select **Done**.

Scheduling

By default, Mitel UC Mobile will always ring both your desk phone and your twinned number. **Scheduling** allows you to schedule when the UC Mobile service is on or off.

To enable **Scheduling**:

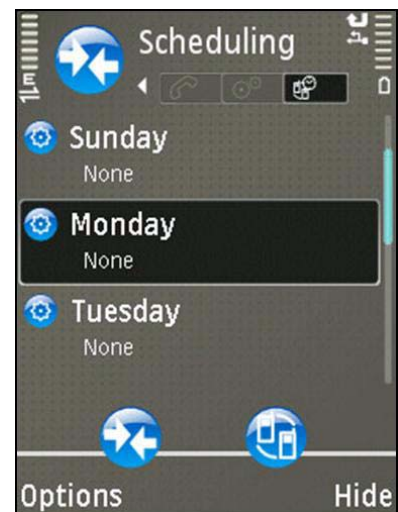
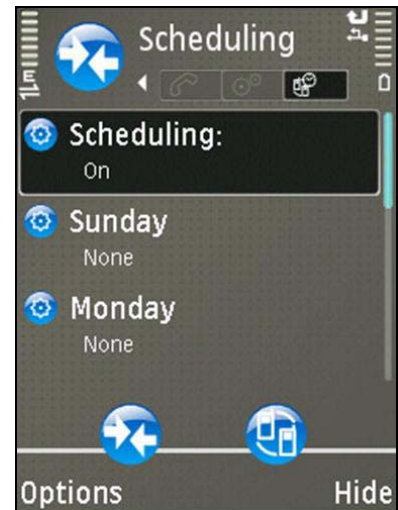
1. Press the right navigation key once or twice (depending which tab are you currently viewing) to select the **Scheduling** tab.
2. Press **Select** with the **Scheduling:** item selected. Scheduling is now **On**.

To disable Scheduling:

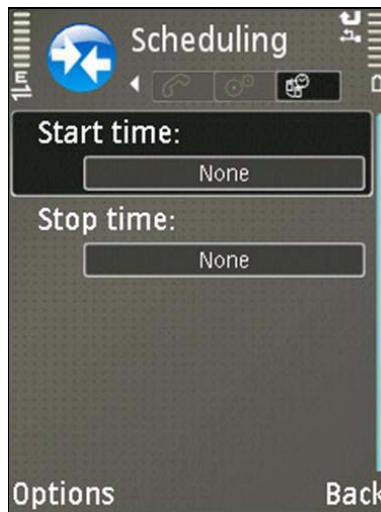
1. If not in the Scheduling view, press the right navigation key once or twice (depending which tab are you currently viewing) to select the **Scheduling** tab.
2. Press select again to turn **Off** Scheduling.

To adjust a specific day's scheduling:

1. Navigate to the day you wish to change.
2. Press **Select**.
3. Navigate to **Start** time.

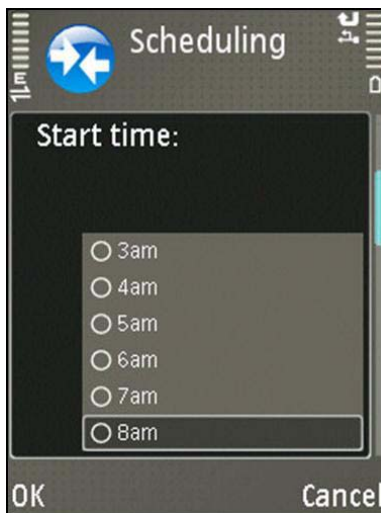



4. Press **Select** (or **Options** → **Change**).





- 5. Scroll to the desired time.
- 6. Press **Select**.
- 7. Repeat Steps 3 - 6 for the **Stop** time.
- 8. Select **Back** to return to the Scheduling view, and adjust another day's scheduling if desired.

If you wish to start service on Monday morning and disable it Friday evening, enter a Start time for Monday and a Stop time for Friday. UC Mobile service is now enabled 24 hours per day for each weekday.



 **Note:** **Scheduling** overrides the **Twinning** setting, turning it ON and OFF according to your preset schedule. You can, however, override the preset **Scheduling** setting by manually changing the **Twinning** setting. Your manual change overrides the current scheduling and maintains its setting until the next Time of Day "start" is scheduled. For example, you enable UC Mobile service for weekdays from 8:00 AM to 6:00 PM, and then on Monday afternoon, you manually set **Twinning** to OFF. Your UC Mobile service is disabled and remains disabled until Tuesday morning at 8:00 AM, when **Scheduling** turns it back on. To turn UC Mobile service off and have it remain OFF, regardless of **Scheduling** setting, you must set both **Twinning** and **Scheduling** to OFF.

 **Note:** If you enable **Scheduling**, and all start/stop times are set to "None", then UC Mobile service is governed by the **Twinning** setting.

 **Note:** **Scheduling** takes effect at the first available future "start" or "stop" time. (For example, if, at 3:00 PM on Tuesday you set **Scheduling** to start at 8:00 AM on weekdays, it will start at 8:00 AM on Wednesday.)

If you wish to disable the UC Mobile service on a particular day select **None** (found at the top of the list) for either **Start** or **Stop** time.

Application Options

The following options are available from the options menu when no call is in progress:

- Office Link
- Voicemail
- Change access point

Office Link

This feature allows you to make calls from anywhere through your corporate telephone system. You will need to configure this through the UC Mobile User Web Interface. See your administrator for access.



Tip: This option is usually quicker than dialling the number, or using the call log or phonebook.

Selecting this option brings up a number entry dialog box.

1. Choose **Options**.
2. Select **OfficeLink. . .** The **Number to call:** dialog displays.
3. Enter the number you wish to call.
4. Press **OK**.

Voicemail

Initiates a call to your office-based voicemail number.

1. Choose **Options**.
2. Select **Voicemail**.
3. Follow the prompts to access your office-based voice mail system.



Change access point


Allows you to change the access point used to connect to the UC Mobile Server.

1. Choose Options.
2. Select **Change access point. . .**.
The **Select access point:** dialog displays.
3. Select an access point from the list available to your handset.
4. Press **OK**.



Placing a Call


Once the UC Mobile Client application is started, connected, and Twinning and OfficeLink turned on, any call initiated from the handset will be re-routed through your office telephone switch. This includes starting calls from the Active Standby Screen (on S60 models), Contacts, and the Call Log.

 **Note:** Emergency calls will be routed directly through the cellular network, and not through your office telephone switch.

It is also possible to place a call from the UC Mobile Client application screen:

1. Press any numerical key when the UC Mobile Client main screen is visible. The **Active Standby** screen displays.
2. Enter the number and press **Dial** (the green button).
The **Calling** progress dialog is displayed.

If you wish to cancel the call, press the red **End Key** while the Calling progress dialog is displayed.

 **Note:** Depending on when you decide to cancel the call, it's progress may be too far along to do so.

On successfully setting up a call you will hear a series of ascending tones and the Mitel UC Mobile Client will be brought to the foreground. Details of the current call are displayed and the Mitel UC Mobile Client will show a Connected status. In case of a call failure, you will hear an alternate series of ending tones.



Call Options



Note: The call options described in this section function only for UC Mobile Client calls, i.e. twinned calls.

During a call you have access to a number of UC Mobile Client features. These features are found under the Options menu while you are in a call.

Hold

To place the current call on Hold:

1. Choose **Options**.
2. Select **Hold**.

You can retrieve the call using the **Retrieve** option:

1. While the call is on Hold, choose **Options**.
2. Select **Retrieve** to retrieve the call on Hold.

Transfer

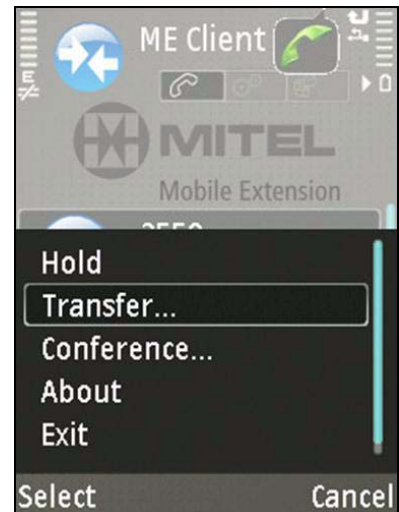
To transfer a call:

1. Choose **Options**.
2. Select **Transfer**. The **Transfer to:** screen displays.
3. Enter the number or extension to which you wish to transfer.
4. Select **OK**.

This call will ring through and the third party should then answer. Inform them you are transferring a call to them and hang up. This will transfer the call.

If the third party does not answer:

1. Choose **Options**.
2. Select **Retrieve** to retrieve the original call.



Conference

To set up a conference call with a third party:

1. Choose **Options**.
2. Select **Conference**. The **Conference with:** screen displays.
3. Enter the number or extension with which you wish to conference the call.
4. Select **OK**. This call will ring through and the third party should then answer.
5. Choose **Options**.

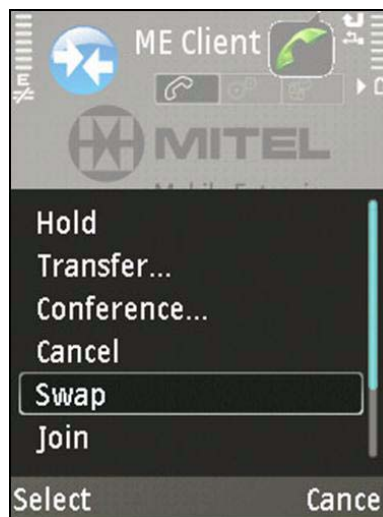
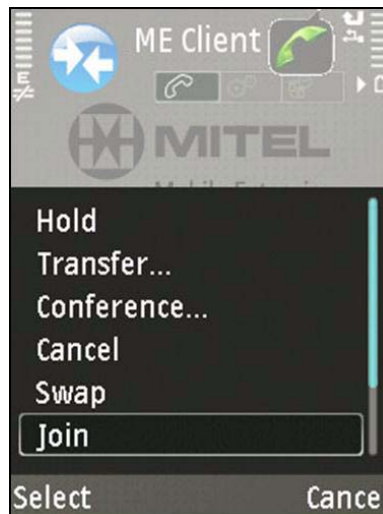
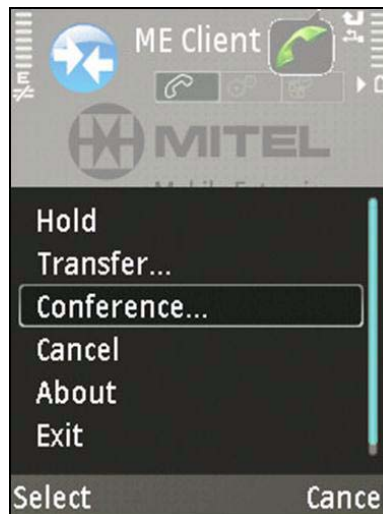
6. Select **Join**. This will join both calls in a conference.

If the third party does not answer:

1. Choose **Options**.
2. Select **Retrieve** to retrieve the original call.

Swap


When selecting **Hold**, **Transfer**, or **Conference**, a **Swap** option is available in the **Options** menu. If you are in two calls than Swap will swap you between the calls.



Setting up Active Standby

You can set up your handset to show the UC Mobile Client application as a shortcut on the Active Standby screen. The shortcuts can be seen as a line of icons on the phone's main screen, as shown in the diagram on the right.

To set up UC Mobile Client as an Active Standby application:

1. Open the **Applications** menu using the  key, and navigate to the **Tools** folder. The **Tools** screen displays.
2. Select **Settings**. The **Settings** screen displays.
3. Choose **Phone**. The **Phone settings** screen displays.
4. Choose **Standby Mode**. The **Standby** screen displays.



5. Select **Active standby apps**. The **Standby apps** screen displays.



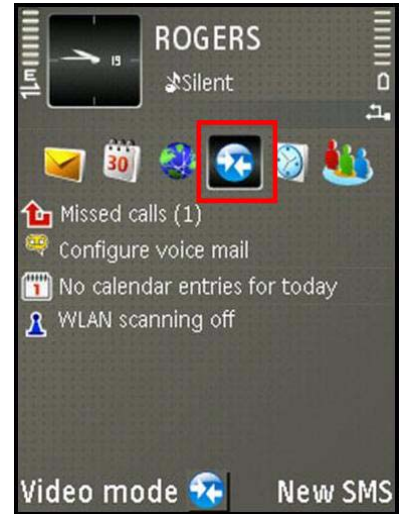
Note: At this point you can choose to add the application to the Left or Right soft keys. Selecting **Left selection key** or **Right selection key** will take you straight to the UC Mobile Client application. It is recommended that you set up UC Mobile Client by selecting **Active Standby apps**.

6. Choose a **Shortcut #** to which you want to add the UC Mobile Client application. The **Shortcut** screen displays with a list of applications.

7. Select **ME Client** from the list of applications.



8. Select **OK**.
Select **Options**, then select **Exit**.
The UC Mobile Client application shortcut appears in the **Active Standby** screen (highlighted in the red rectangle in the image on the right).





Chapter 4
Troubleshooting

Troubleshooting

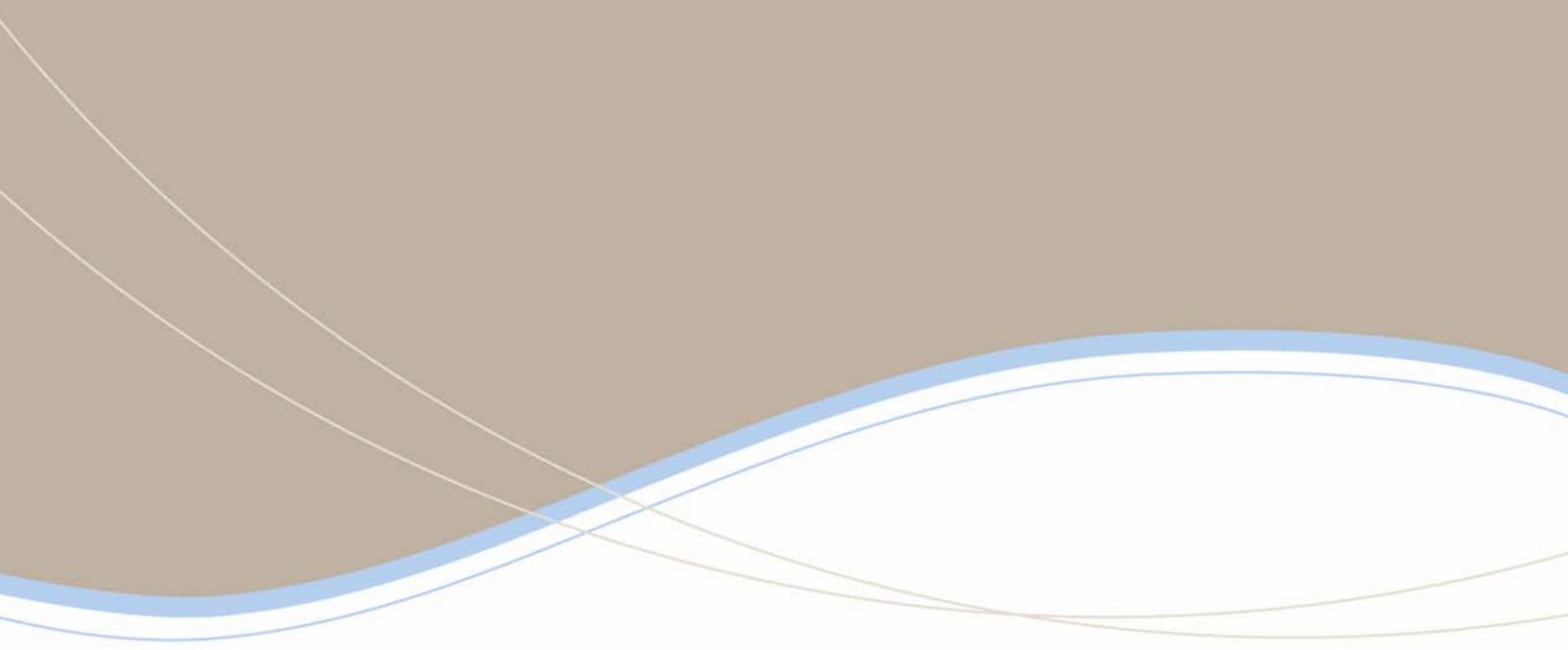
In the event that a problem occurs whilst using the Mitel UC Mobile application, error messages will be provided in the form of a pop-up dialog consisting of a single error message or error message text with an associated error code.

The majority of errors can be resolved by checking the connection between the Mitel UC Mobile-provisioned handset and the access point providing a connection to the office telephone switch.

A description of the different types of dialog that might be presented along with a description of each is provided below:

Error	Description	Possible Cause	Action
Connection error. Please choose an access point to connect to the Internet, to download settings(<error_code>)	Occurs when there is problem with device->Access Point connection prior to provisioning	WiFi authentication failure. Device is outside the range of selected access point.	Check WiFi connection between device and Access Point Move device within WiFi access point range
Connection error. Please choose an access point that can connect to your PBX. (<error_code>)	Occurs when there is problem with device->Access Point connection after provisioning	WiFi authentication failure. Device is outside the range of selected access point.	Check WiFi connection between device and Access Point Move device within WiFi access point range
Invalid_Username_Or_Password	Invalid PBX setting	Invalid password entered on PBX/login details screen	For Nokia, select PBX settings tab (section 2.6.1.1) For Windows Mobile, select Login settings from options menu (section 2.6.2) Check and if necessary re-enter correct passcode.
<System Error> (<error code>)	General System error reported by device that is not specific to the application.	Non-Specific	Notify support with error message and error code

If you cannot resolve the problem, make note of the error and any associated error code, and notify your administrator or support group.



Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +852 2508 9780
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +852 2508 9232

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