

MITEL

# Unified Communicator Mobile



Mobile Client Handset User Guide  
Release 3.0

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Release 3.0

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## 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. Callers can reach you at just one number, and whenever you make calls only one number is communicated outwards. 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.

**Note:** In previous releases, the Unified Communicator Mobile product was named Mobile Extension.

### Desktop Monitor User or External Hot Desk User

Your System Administrator will have provisioned you as either an Desktop Monitor user or as an External Hot Desk user. Contact your System Administrator to determine your user type.

Both user types support twinning and the ability to place calls through your corporate phone system from your mobile phone. There are only a few differences in the feature functionality that you will need to know about.

#### *Desktop Monitor User*

If you are a Desktop Monitor user your UC Mobile service is configured in Desktop Monitor mode. As this type of user, you can:

- Initiate OfficeLink calls from your My Unified Communications web portal.
- Enable or disable the UC Mobile service
- Enable or Disable Answer Confirmation

- You can use the Handoff feature to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or pull an active call from your desktop phone to your mobile phone.

### *External Hot Desk User*

If you are an External Hot Desk user your UC Mobile service is configured in External Hot Desk (EHD) mode. If you are an EHD user:

- Your System Administrator enables or disables the Answer Confirmation feature. Answer Confirmation will typically be enabled.
- You cannot enable or disable UC Mobile service; it is always on.
- You cannot initiate OfficeLink calls using your My Unified Communications web portal.
- You can only use the Handoff feature to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone.

The following table summarizes the feature differences.

**Table 1: Summary of Functionality Differences by User Type**

<b>Feature</b>	<b>Desktop Monitor User</b>	<b>External Hot Desk User</b>
Feature Access Codes for Hold, Transfer and so forth	Supported	Supported
Answer Confirmation	You can enable or disable	System administrator enables or disables
Handoff	Allows you to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or pull an active call from your desktop phone to your mobile phone.	Allows you to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone.
Split	Supported	Not supported

## Supported Handsets

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

- Nokia E-Series
- Windows® Mobile 6.0/6.5
- HTC (with Windows Mobile)
- Motorola (with Windows Mobile)
- Samsung (with Windows Mobile)
- Sony Ericsson (with Windows Mobile)

## 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**.

## Windows Mobile Handsets

### Installing UC Mobile Client on Windows Mobile Handsets

Your System Administrator will either

- Send you a text message to your handset with a provisioning link that you use to download the UC Mobile Client application, or
- Send you an email that provides a provisioning link that you can enter on your handset to download the UC Mobile Client application.

Before you begin, obtain your UC Mobile Client passcode from your System Administrator.

#### If you receive a text message

The text message on your handset notifies 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.

#### If you receive an email message

If SMS service is not available or not functioning, your System Administrator can email you a log message that contains the required provisioning URL. You use the provisioning URL to download the UC Mobile client application to your handset.

Below is an **example** of a provisioning log:

```
2010-02-04 15:23:37.348269500 WARN - Design - ProvisionHandler.startProvisioning():  
Successfully sent provision request for client ext 2567: c0c997c4-78f9-4d74-9a1c-  
b82439c90ba6-3fd
```

```
2010-02-04 15:23:37.348269500 WARN - Maint - ProvisionHandler.startProvisioning():  
Provision URL for ext 2567 is: https://provisioning.emccsoft.com/mitel/Install.aspx?provId=  
c0c997c4-78f9-4d74-9a1c-b82439c90ba6-3fd
```

Access the provisioning URL from your handset. You will be prompted to enter your mobile phone number.

#### Install the UC Mobile Client Application

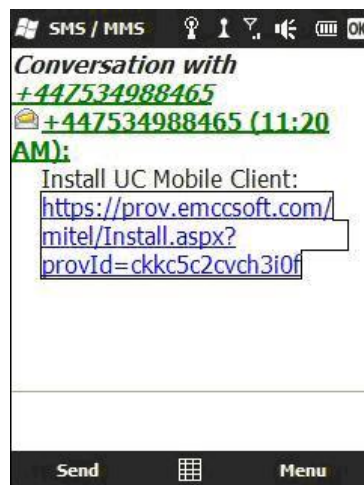
Installation involves downloading the application, provisioning the handset, and ensuring that your login credentials and user profile settings are established.

1. Check your Messaging and Email applications on your handset for a message from your System Administrator.

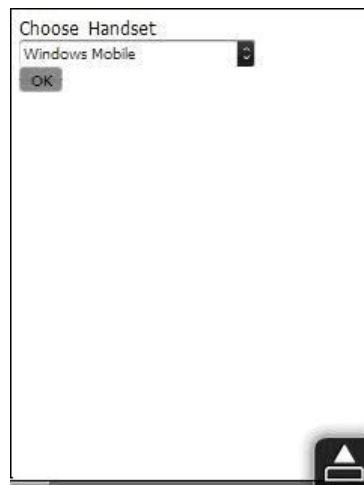
- 2. Open the text message and click the provisioning web link to open the Download screen.

OR

If you received an email, copy the provisioning web link into your handset web application and then access the web link to open the Download screen.



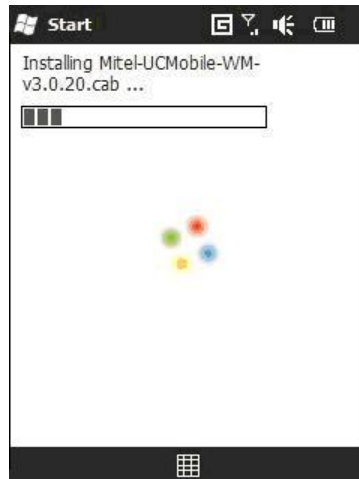
- 3. Choose your handset version and select OK.



- 4. The UC Mobile client downloads to your handset.



5. The UC Mobile begins installing.



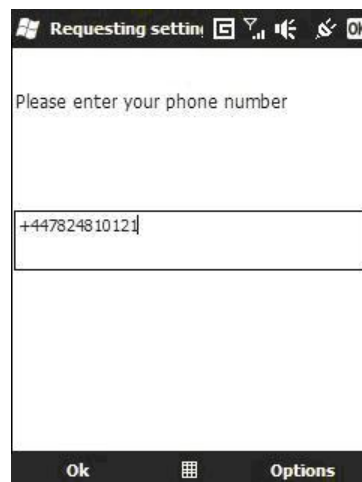
6. You are prompted to enable autostart. Select **Yes** if you want UC Mobile Client to start automatically whenever you turn on your phone. If you select **No**, you must restart the UC Mobile Client application to continue with the installation.



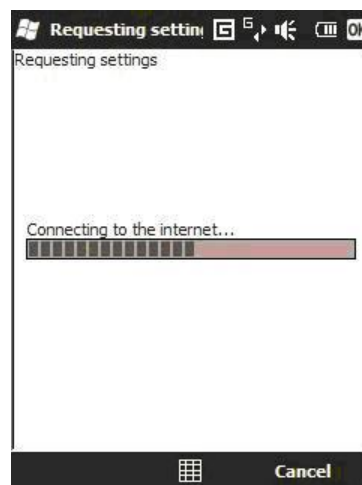
7. You must reboot to continue with the installation. Select **Yes** to reboot.



8. If prompted, enter the phone number of your mobile handset.  
Note that the number shown in the screen capture is an example only.



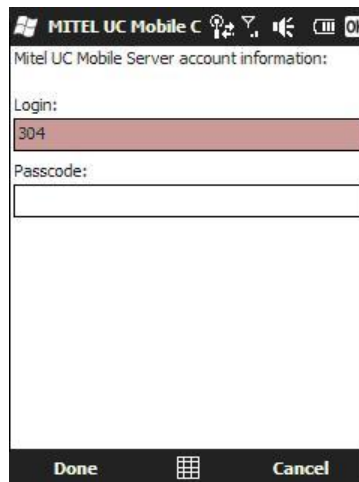
9. Provisioning of your handset begins. When the UC Mobile Client application runs for the first time, it provisions your mobile handset as follows:
  - downloads and configures all of your required personalized settings automatically, including your login details, profile settings and any optional features as setup by your administrator
  - removes the original text message notice from your inbox.



10. When provisioning is complete "Settings retrieved successfully" appears.



11. Enter your UC Mobile Client passcode that you obtained from your system administrator.



12. Installation is complete.



## Using UC Mobile Client

The UC Mobile Client is an application in your applications folder 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 UC Mobile**. The **Ready** screen displays.

### 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 calls are being routed through your office telephone system. If this is grayed-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 grayed-out, then twinning is turned off.

The UC Mobile Client will not intercept calls when there is a connection problem. To make calls or change settings, UC Mobile must be connected. See Settings on page 10 to change settings.

## Stopping the UC Mobile Client application

To stop the UC Mobile Client application:

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

**Note:** After you select **Exit**, you will end the UC Mobile Client application and any calls that you make from your handset will not be made through the corporate telephone system. Use the **Home** key run the UC Mobile Client application in the background. You will continue to receive 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

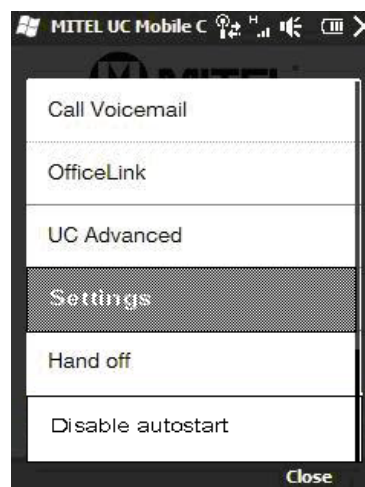
The Settings menu provides you with the status of the following features of the Mitel UC Mobile Client application:

- Login
- Passcode
- User Profile
- Twinning
- OfficeLink
- Twinned Number
- Answer Confirmation
- Direct Numbers
- Autostart

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:

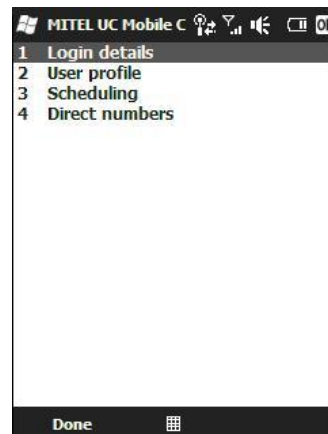
1. Select **Options**.
2. Select **Settings**.
3. Select the settings you wish to change by scrolling up or down and pressing the **Action** key, or by using the numerical shortcuts.



## Login details

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

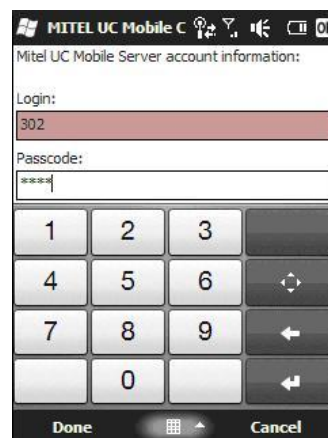
The **Login Settings** screen displays your Login and Passcode information.



**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:** 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 using the on screen keyboard.

You can also change or reset your passcode from your My Unified Communications portal.



## User profile

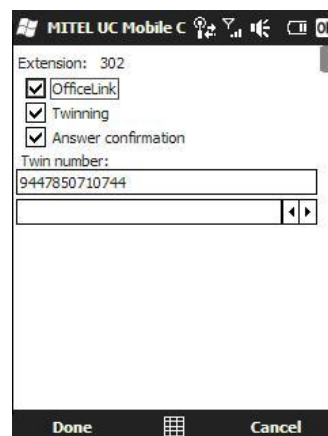
When you open the **User profile** setting, all options will initially be deselected while the settings are downloaded from the server. This will take a few moments and once the settings are populated you will be able to make changes.

To change the User profile settings:

1. Navigate to the desired setting.
2. Press the action key to change the setting.

### OfficeLink

This feature allows you to make calls through your corporate telephone system from anywhere using the UC Mobile Client on your handset.



## 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.

Twin 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 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.


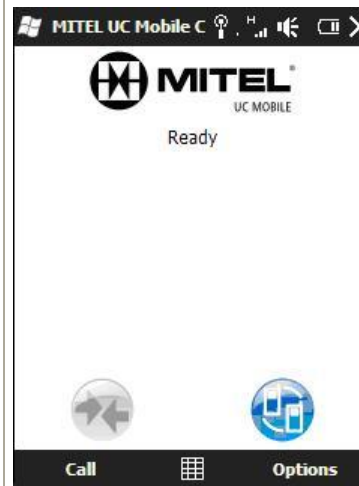
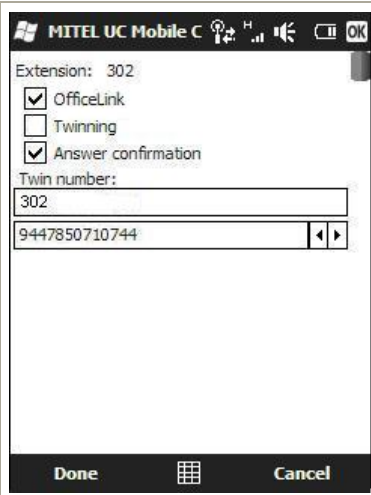
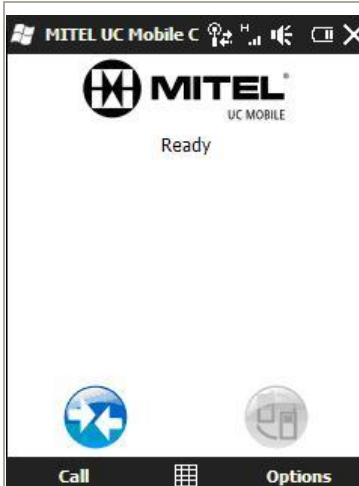
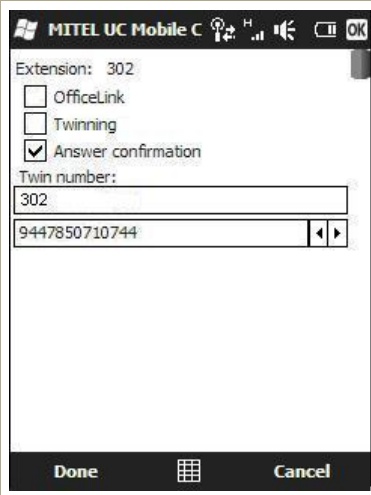

Contact your Mitel Administrator if you are unsure of changing this setting.

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 2: Twinning/OfficeLink Settings Impact on Calls**

OfficeLink	Twinning	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.  <b>Note:</b> Answer Confirmation is not available if you are an External Hot Desk user.		

<p>Off</p>	<p>On</p>	<p>Incoming calls to your desk-phone will be routed via the UC Mobile Server. Outgoing calls will not 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.</p>		
<p>On</p>	<p>Off</p>	<p>Incoming calls to the desk-phone are not routed to the device. Outgoing calls are routed via the UC Mobile Server. The left (OfficeLink) icon appears blue. The right (Twinning) icon appears grey.</p>		
<p>Off</p>	<p>Off</p>	<p>Incoming calls to the desk-phone will not 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 (Twinning) icons appear grey.</p>		

## Answer Confirmation

The Answer Confirmation feature allows you to direct unanswered calls that ring your UC Mobile handset to your desk phone voice mail. When Answer Confirmation is enabled, unanswered calls on your UC Mobile Client handset are directed to your desk phone voice mailbox. When Answer Confirmation is disabled, unanswered calls ring both your handset and desktop phone until the call is answered or the caller hangs up.

**Note:** When Answer Confirmation is enabled, you may hear some or all of the following prompt after you answer a call: "Press \* to accept the call". You can ignore this prompt. The system will automatically connect the call.

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:** External hot desk users cannot enable or disable Answer Confirmation. For external hot desk users, this feature is set on a system-wide basis by your System Administrator.

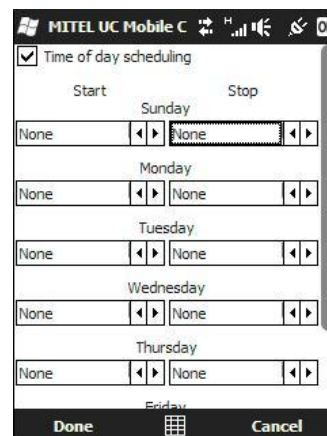
## Scheduling

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.

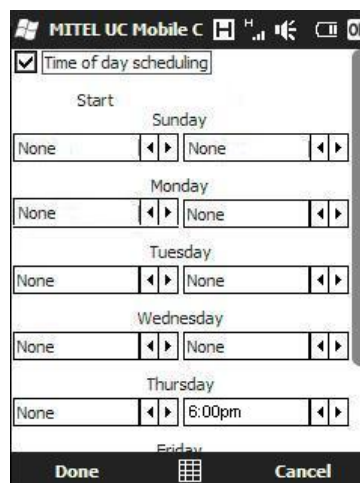
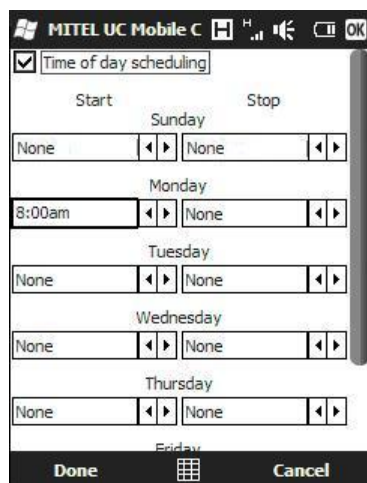
A pop-up will display while the settings are downloaded from the provisioning server. After a few moments the settings will be become active and you can change them as you wish. If not, you can still proceed to enable scheduling.

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.



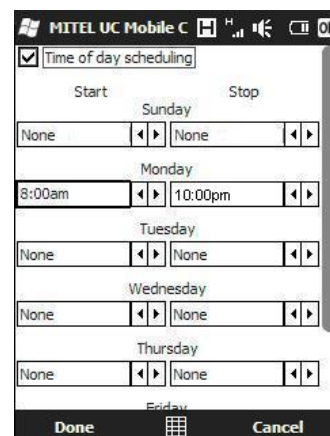
For example, to start service on Monday morning and disable it Thursday evening, enter a Start time for Monday and a Stop time for Thursday. UC Mobile service is now enabled 24 hours per day, starting Monday morning at 8:00 am to Thursday evening at 6:00 pm.



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

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

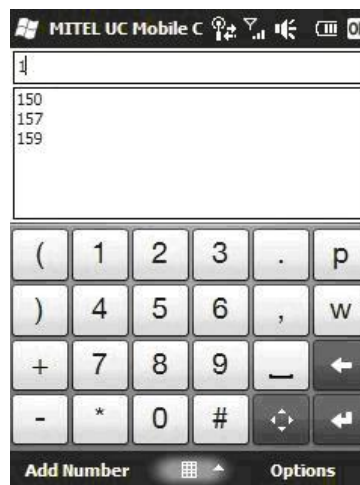


## Direct Numbers

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:

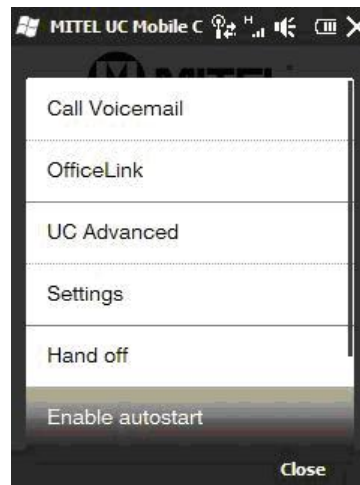
1. Select **Options**, then **Settings**.
2. Navigate to **Direct Numbers** using the direction keys.
3. Press the central **Select** button on the handset. The cursor flashes in the empty number-entry field.
4. Enter the number you wish UC Mobile Client to ignore.
5. Choose **Add Number**.
6. Select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



## Autostart

This setting allows the UC Mobile application to start automatically when you power on your handset:

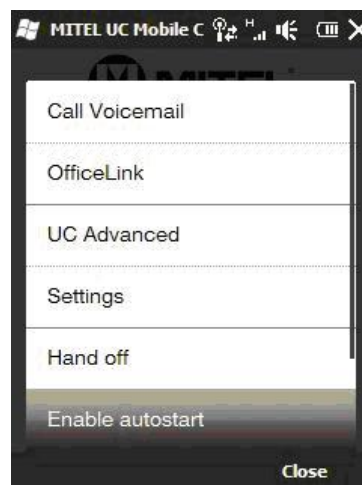
- **Enable autostart:** Application automatically starts and displays when you turn the handset on.
- **Disable autostart:** You must manually start the application from the handset menu.



## Application Options

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

- Call Voicemail
- OfficeLink
- UC Advanced
- Settings
- Hand off
- Enable/Disable autostart



### 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.

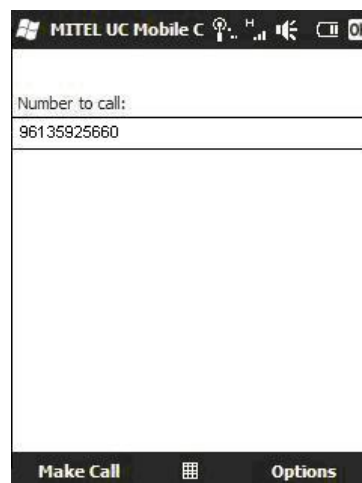
### OfficeLink

Allows you to make calls through your corporate telephone system from anywhere using the UC Mobile Client on your handset. You can make OfficeLink calls while Twinning is Off. In previous releases, if Twinning was Off, you were unable to make OfficeLink calls.

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

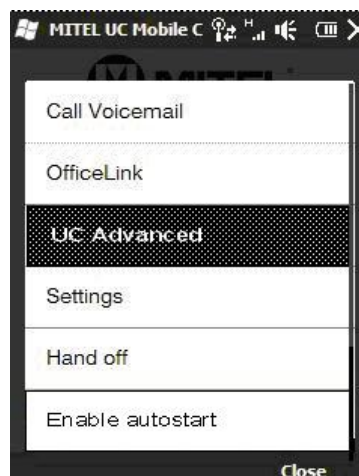
To use the OfficeLink feature

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



## UC Advanced

Allows you to access the UC Advanced Web and Mobile portals. Note that your System Administrator must configure the UC Advanced URL into the system in order for this option to function. From the **Options** menu, select **UC Advanced**.



## Settings

Allows you to setup your login details, user profile, time of day scheduling, and direct numbers. See Settings on page 10.

## Handoff

Allows you to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or pull an active call from your desktop phone to your mobile phone. (The option to pull a call to your handset is not available to external hot desk users). See Call Handoff on page 22.

## 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.

To place a call:

1. From the application's main screen select Call or press the Green call button. The Windows Mobile dialer screen appears.
2. Select a contact or number from the list, or enter the digits of the number you wish to dial.
3. Press the **Call** key.  
The UC Mobile Client will then initialize and proceed to connect the call.

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

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

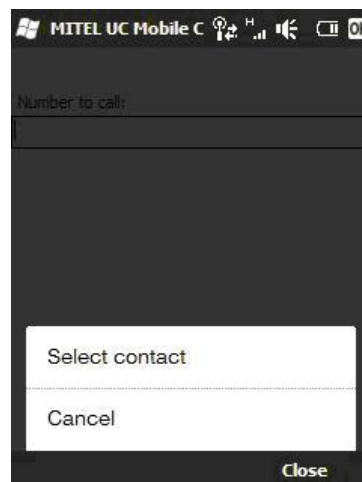
## Using Contacts Lookup to make Calls

You can insert numbers from your address book into the UC Mobile Client application. Contacts Lookup is available to for the following UC Mobile operations:

- Provisioning without Text Message
- Officelink
- Conference
- Transfer
- Direct Numbers
- Twinned Numbers

For example, to insert a number from your address book into an OfficeLink call:

1. Select **Options**.
2. Select **OfficeLink**.
3. When prompted to insert a number, select **Options** and then choose **Select contact**.



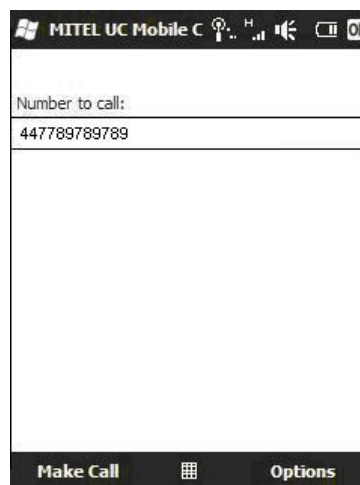
4. Select a contact from your address book list.



5. Select the phone number that you want to use.



6. Select **Make Call**



### Call Options

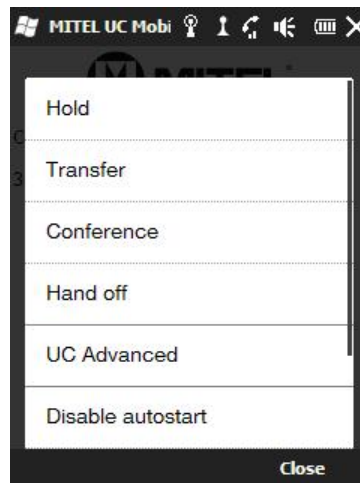
**Note:** The call options described in this section function only for calls that use your corporate telephone system. If you receive a direct call to your mobile handset that isn't routed through the corporate telephone system these features are not supported.

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 **Cancel** 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 **Cancel** 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, then Swap will swap you between the calls.

### Call Handoff

You can use the call handoff feature to

- push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or
- pull an active call from your desktop phone to your mobile phone (This function is not available to external hot desk users).

To push an active call to your desktop, select the **Handoff** option on your mobile phone. The call will immediately transfer to your desk phone; pick up the handset to continue the call.

-or-

To pull an active from your desktop, select the **Handoff** option on your mobile phone. The call will immediately transfer to your mobile phone.

### Installing a New Client

You don't need to uninstall your existing client to install a newer version. If your System Administrator sends you a provisioning link to a new version of client, simply follow the client installation procedure (see Installing UC Mobile Client on Windows Mobile Handsets on page 4) to install the new client.

You can determine the version of your current client by selecting **About** from the application options menu.



# Nokia Mobile Handsets

## Installing the UC Mobile Client on Nokia Mobile Handsets

Your System Administrator will either

- Send you a text message to your handset with a provisioning link that you use to download the UC Mobile Client application, or
- Send you an email that provides a provisioning link that you can enter on your handset to download the UC Mobile Client application.

Before you begin, obtain your UC Mobile Client passcode from your System Administrator.

### If you receive a text message

The text message on your handset notifies 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.

### If you receive an email message

If SMS service is not available or not functioning, your System Administrator can email you a log message that contains the required provisioning URL. You use the provisioning URL to download the UC Mobile client application to your handset.

Below is an **example** of a provisioning log:

```
2010-02-04 15:23:37.348269500 WARN - Design - ProvisionHandler.startProvisioning():  
Successfully sent provision request for client ext 2567: c0c997c4-78f9-4d74-9a1c-  
b82439c90ba6-3fd
```

```
2010-02-04 15:23:37.348269500 WARN - Maint – ProvisionHandler.startProvisioning():  
Provison URL for ext 2567 is: https://provisioning.emccsoft.com/mitel/Install.aspx?provld=  
c0c997c4-78f9-4d74-9a1c-b82439c90ba6-3fd
```

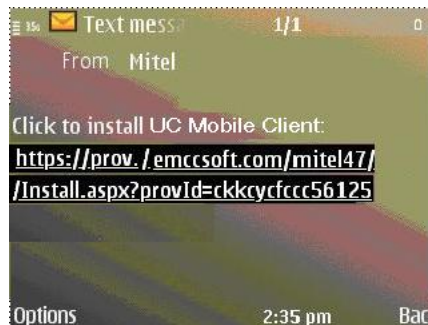
Access the provisioning URL from your handset. You will be prompted to enter your mobile phone number.

### Install the UC Mobile Client Application

Installation involves downloading the application, provisioning the handset, and ensuring that your login credentials and user profile settings are established. The following installation instructions are for a Nokia S60 handset.

To install the UC Mobile Client application on your handset from a text or email message:

1. Check your Messaging and Email application on your handset for a message from your System Administrator.
2. Open the text message and click the provisioning web link to open the Download screen.  
OR  
If you received an email, copy the provisioning web link into your handset web application and then access the web link to open the Download screen.

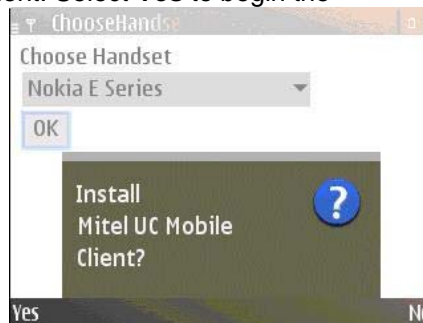


3. If prompted, choose your handset type from the list and select **OK**.



4. You are prompted to install the UC Mobile client. Select **Yes** to begin the installation.

**Note:** You may be prompted to select the language of the UC Mobile client interface. If prompted, select the desired language.

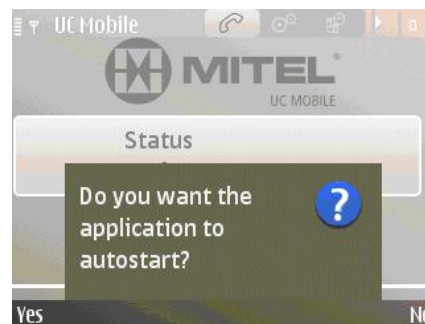


5. The Installing screen is displayed.



6. You are prompted to enable autostart. Select **Yes** if you want UC Mobile Client to start automatically whenever you turn on your phone. If you select **No**, you must restart the UC Mobile Client application to continue with the installation.

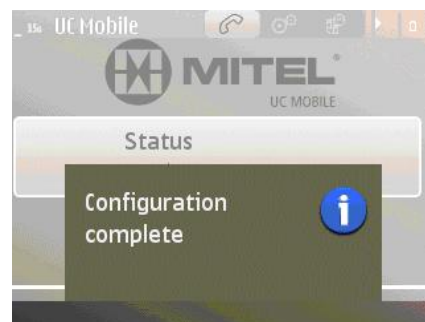
To restart the application, select **UC Mobile** from the Main screen.  
 OR  
 Open the **Start** Menu and Select **UC Mobile**



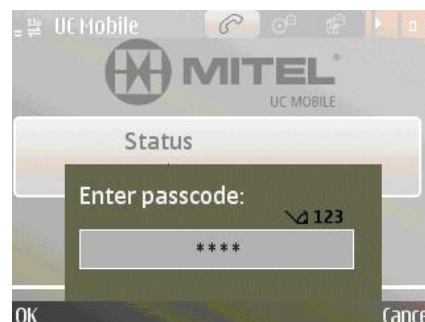
7. If prompted, select your network (internet) access point.



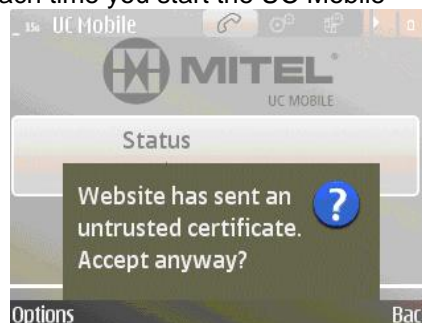
8. The "Configuration complete" confirmation screen displays.



9. If prompted, enter your UC Mobile Client passcode that you obtained from your system administrator.



10. If you are prompted to accept a website certificate, select **Accept permanently**; otherwise you will be prompted to accept it each time you start the UC Mobile application.



11. The Status Ready screen appears.



## Provisioning

When the UC Mobile Client application runs for the first time, it provisions your mobile handset as follows:

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

You are now ready to use the UC Mobile Client application. See Using UC Mobile Client on page 27.

## Using UC Mobile Client

The UC Mobile Client application is accessible from the Applications folder 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** folder and select **UC Mobile**. 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 calls are being routed through your office telephone system. If this is grayed-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 grayed-out, then twinning is turned off.

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.
- A gray 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.

To make calls or change settings, UC Mobile must be connected. See Settings on page 29 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:** After you select **Exit**, you will end the UC Mobile Client application and any calls that you make from your handset will not be made through the corporate telephone system.

Select the **Hide** option run the UC Mobile Client application in the background. You will continue to receive 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

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

- Login
- Passcode
- User Profile
- Twinning
- OfficeLink
- Twinned Number
- Answer Confirmation
- Direct Numbers
- Autostart

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.
2. Press the right navigation key. The **Settings** screen appears.
3. Press the right navigation key again. The **Scheduling** screen appears.
4. 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. 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 that has a circular white marking inside its icon:

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 grayed 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.

## 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.

**Twinned 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 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 gray 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 3: Twinning/OfficeLink Settings Impact on Calls**

OfficeLink	Trinning	Impact on Calls	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 (Trinning) icons are blue.	
Off	On	Incoming calls to your desk-phone will be routed via the UC Mobile Server. Outgoing calls will not be routed via the UC Mobile Server and go directly to the cellular network.  The left (OfficeLink) icon appears grey and the right (Trinning) icon is blue.	
On	Off	Incoming calls to the desk-phone will not be routed to the device. Outgoing calls will be routed via the UC Mobile Server.  The left (OfficeLink) appears blue. The right (Trinning) icon appears grey.	

Off	Off	<p>Incoming calls to the desk-phone will not 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.</p> <p>Both left (OfficeLink) and right (Twinning) icons appear grey.</p>	
-----	-----	--	--

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

The Answer Confirmation feature allows you to direct unanswered calls that ring your UC Mobile handset to your desk phone voice mail. When Answer Confirmation is enabled, unanswered calls on your UC Mobile Client handset are directed to your desk phone voice mailbox. When Answer Confirmation is disabled, unanswered calls ring both your handset and desktop phone until the call is answered or the caller hangs up.

**Note:** When Answer Confirmation is enabled, you may hear some or all of the following prompt after you answer a call: "Press \* to accept the call". You can ignore this prompt. The system will automatically connect the call.

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:** External hot desk users cannot enable or disable Answer Confirmation. For external hot desk users, this feature is set on a system-wide basis by your System Administrator.

## 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.

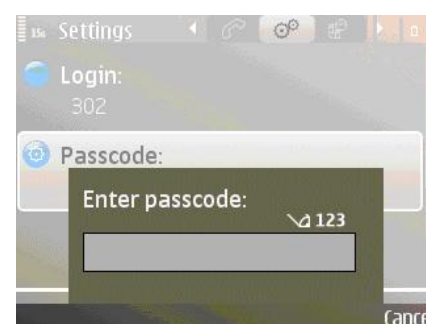
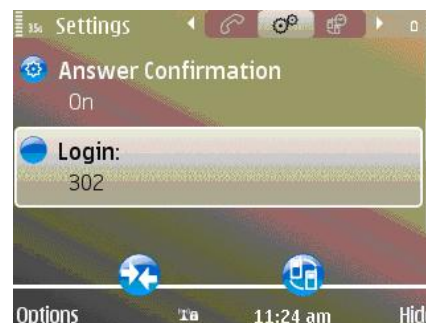
## Passcode

The passcode is your private code that is used to connect to the UC Mobile service.

To enter your passcode:

1. Under **Settings**, select **Passcode**.
2. Enter your passcode.
3. Select **OK**.

If you forget your passcode, you can reset it from you're My Unified Communications portal.



## 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. Under **Settings**, select **Direct Numbers**. The **New number...** field is highlighted.
2. Choose **Select**.
3. Enter a phone number in the **Enter number:** field.
4. Select **OK**.
5. Select **Done**.

To delete a Direct Number, display the number, press the **Backspace** key and then select **Delete**.

## Autostart

This setting allows the UC Mobile application to start automatically:

- **On:** Application automatically starts and displays when you turn the handset on.
- **Off :** You must manually start the application from the handset menu.

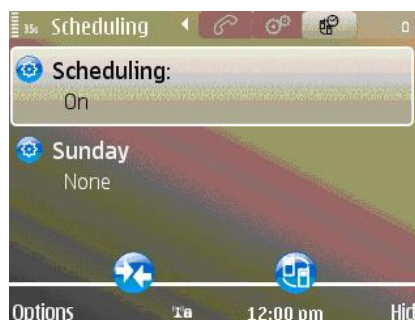


## Scheduling

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. Select **Scheduling** to turn it On.



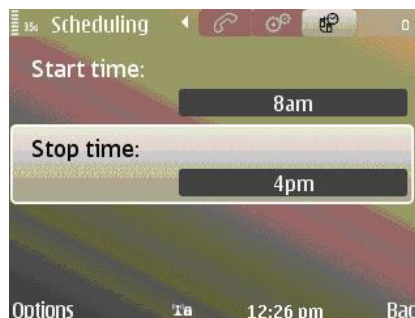
To disable Scheduling:

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. Select **Scheduling** to turn it Off.

To adjust a specific day's scheduling:

1. Select the day you wish to change.
2. Select **Start** time.
3. Press **Select** (or **Options** → **Change**).
4. Scroll to the desired time.
5. Press **Select**.
6. Repeat Steps 3 - 6 for the **Stop** time.
7. 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:** If you enable Scheduling, and all start/stop times are set to "None", then UC Mobile service is governed by the Twinning setting.

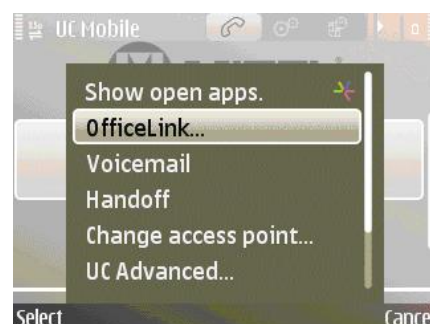
**Note:** Scheduling takes effect at the first available future "start" or "stop" time. (For example, if, at 3:00 PM on Tuesday you set Scheduling to start at 8:00 AM on weekdays, it will start at 8:00 AM on Wednesday.)

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
- Handoff
- Change access point
- UC Advanced
- About
- Exit



### Office Link

This feature allows you to make calls from anywhere through your corporate telephone system. You can make OfficeLink calls while Twinning is Off. In previous releases, if Twinning was Off, you were unable to make OfficeLink calls from your mobile phone.

**Tip:** This option is usually quicker than dialing 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**.



## UC Advanced

Allows you to access the UC Advanced Web and Mobile portals. Note that your System Administrator must configure the UC Advanced URL into the system in order for this option to function.

## Handoff

Allows you to push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or pull an active call from your desktop phone to your mobile phone. (The option to pull a call to your handset is not available to external hot desk users). See Call Handoff on page 39 for details.

## Placing a Call

Once the UC Mobile Client application is started, connected, and OfficeLink is 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.

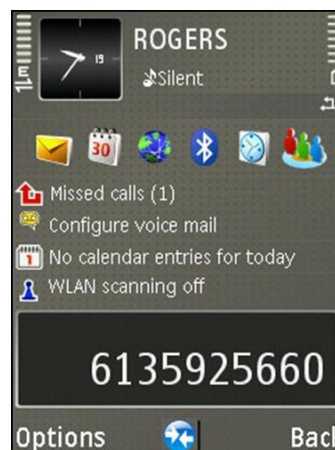
**Note:** Emergency calls will be routed directly through the cellular network, and not through your office telephone switch

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, its 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.

## Using Contacts Lookup to make calls

You can insert numbers from your address book into the UC Mobile Client application. Contacts Lookup is available to for the following UC Mobile operations:

- Provisioning without Text Message
- Officelink
- Conference
- Transfer
- Direct Numbers
- Twinned Numbers

To insert a number from your address book into the UC Mobile application:

1. When prompted to insert a number in a UC Mobile operation field, select **Contacts**.



2. Select a contact from your address book list.



3. Under Select detail: select a number for the contact. The number is inserted into the operation field.

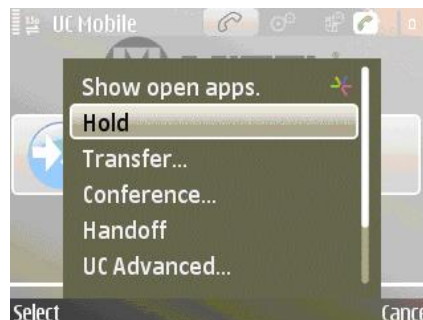
**Note:** Windows Mobile Contact Lookup does not support a choice of numbers for SIM contacts.



## Call Options

The call options described in this section only function for calls that use your corporate telephone system. If you receive a direct call to your mobile handset that isn't routed through the corporate telephone system these features are not supported.

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 **Cancel** 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 **Cancel** 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, then Swap will switch you between the calls.

### *Call Handoff*

You can use the call handoff feature to

- push an active call from your mobile phone to your desktop phone after you have answered a call on your mobile phone, or
- pull an active call from your desktop phone to your mobile phone (This function is not available to external hot desk users).

To push an active call to your desktop, select the **Handoff** option on your mobile phone. The call will immediately transfer to your desk phone; pick up the handset to continue the call.


-or-

To pull an active from your desktop, select the **Handoff** option on your mobile phone. The call will immediately transfer to your mobile phone.

## 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 **UC Mobile** from the list of applications.
8. Select **OK**.
9. 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).

## Installing a New Client

You don't need to uninstall your existing client to install a newer version. If your System Administrator sends you a provisioning link to a new version of client, simply follow the client installation procedure (see Installing the UC Mobile Client on Nokia Mobile Handsets on page 23) to install the new client.

You can determine the version of your current client by selecting **About** from the application options menu.

## Troubleshooting

If a problem occurs while you are using the Mitel UC Mobile application, an error message appears in a pop-up dialog. Error messages consist of text, or 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.

Possible error messages are described in the following table:

**Table 4: UC Mobile Client Error Messages**

<b>Error</b>	<b>Description</b>	<b>Possible Cause</b>	<b>Corrective Action</b>
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. For Windows Mobile, select Login settings from options menu 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 system administrator or support group.

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