

MITEL

Unified Communicator Mobile

Mitel® Unified Communicator® Mobile (UC Mobile) lets you “twin” your desk phone to another internal or external phone (your cell phone, for example). Calls arriving at your desk phone will ring your cell phone simultaneously, allowing you to answer either device.

Mitel UC Mobile Client is an application on a mobile handset that communicates with the UC Mobile service, and allows you to make calls from your mobile handset through your corporate telephone system.

Your personal UC Mobile and UC Mobile Client settings can be configured using a web interface or a telephony interface(TUI).

This guide includes procedures for accessing and programming UC Mobile and UC Mobile Client using both types of user interface.

UC Mobile Client

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 telephone system
- Time of day scheduling, allowing you to schedule when the UC Mobile service is available
- Setting the twinned phone number
- Enabling/disabling UC Mobile twinning
- Enabling/disabling Answer Confirmation

Setting Up Your Mobile Device

To set up your mobile device to use the UC Mobile Client application:

- Install the application; you will receive a text message that the UC Mobile Client application is ready to be downloaded. You will need to know your passcode to complete the installation.

Once the UC Mobile Client application is started, connected, and Twinning turned on, calls placed from your mobile device will be re-routed through your office telephone system.

For detailed information about using the UC Mobile Client on your mobile device, refer to the *UC Mobile Client Handset User Guide* at <http://edocs.mitel.com>.

My Unified Communications Web Portal

The My Unified Communications Web portal allows you to:

- make an OfficeLink call
- customize your User Profile, including:
 - setting your passcode
 - enabling/disabling Mobile Twinning
 - setting your Twinning number
 - setting language preferences
 - enabling Answer Confirmation
- configure Time of Day Scheduling

Log in to the web portal by launching your browser and entering the URL supplied by your administrator.



Note: See your administrator if you are unable to log in or to make changes.

For detailed information about the web portal, see the online help, by clicking on the Help link in the My Unified Communications Portal.

Telephony Interface

You can access the Telephone User Interface (TUI) from any touchtone phone. Voice prompts assist you to set or change the following profile settings:

- Enable/Disable UC Mobile
- Configure mobile phone number
- Enable Answer Confirmation (see page 2)

Use the star key to access previous menu.



Note: The TUI welcomes you in the UC Mobile default language. After login, the language selected in your User profile is used.

Logging In

1. Dial the TUI access number supplied by your administrator.
2. At the appropriate prompts, enter your desktop extension number and numeric passcode. (Use the same passcode in the Web Interface.)



Note: See your Administrator if you are unable to log in or to make changes.

Configuring Your Profile Settings

Follow the voice prompts and enter the appropriate digits to change your settings:

- Press 1 to activate twinning
- Press 2 to deactivate twinning
- Press 3 to change your mobile number
- Press 5 to enable Answer Confirmation
- Press 6 to disable Answer Confirmation



Note: After you press 3, you are prompted to enter a new Twin number. Enter your NEW Twin number.



Note: You must change your TUI passcode through your My Unified Communications portal.



Note: Answer Confirmation, options 5 and 6, are not available to external hot desk users.



Release 2.1

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Call Handoff

You can use the handoff feature to

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

To push an active call to your desktop, press the programmed **Handoff** key on your twinned device. 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, press the programmed **Handoff** key on your twinned device. The call will immediately transfer to your twinned device.

Transfer Call to Twin Device

After you have answered a call on your desktop phone, press the programmed **Handoff** key on the phone. Your twinned device will ring indicating that the call has been transferred.

Busy/Unavailable Conditions

If your twinned cell phone is in a busy/unavailable state, calls will be forwarded to its voice mail (if available), unless answered from the twinned desktop extension first.

If voice mail is not available on your twinned cell phone, calls received during a busy/unavailable state will follow the "line busy" processing in effect at the desktop extension.

Busy/Unavailable conditions do not apply if Answer Confirmation is enabled.

Feature Access Codes

UC Mobile provides a specialized set of hard-coded feature access codes that are not synchronized with the system feature access codes. Use these codes when you want to invoke the following features.

Dial this code	To activate this feature
**1	Call Hold
**2	Call Hold Retrieve
**3	Cancel
**4	Three Party Conference
**5	Conference Call Split
**6	Transfer/Conf
**7	Swap (Alternate)
**8	Call Handoff

Feature Descriptions

Call Hold / Call Hold Retrieve

- To place the active call on hold, press **1.
- To retrieve the call from hold, press **2.

Cancel

The Cancel feature access code is a context-sensitive feature that returns your phone to its previous state. For example, if you have placed a call on Consultation Hold, pressing Cancel will return the call to the active state. If you are in a conference call and you receive a busy signal when trying to add another participant, pressing Cancel returns you to the conference call.



Note: In some situations, Cancel is equal to ending your call.

Three Party Conference

Use this feature to add a third party to an existing conference. Press **6 to place the current caller on hold. Dial the third party. When the dialed party answers, press **4 to create a three-way conference with the dialed party and the held party.

Conference Call Split

Use this feature to split a conference and speak privately with the original party. (Third party is put on hold.)

Transfer/Conf

Use this feature to transfer an active call or to call another party when you are in an established call. Dial the feature access code and the extension of the party to call/transfer.

Swap (Alternate)

Use this feature to alternate speaking with the current caller and a caller who is on consultation hold.

Call Handoff

Use this feature to move calls from your twinned device to your desk phone.

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.

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Hot Desking

Hot Desk Functionality

UC Mobile supports Standard Hot Desking and External Hot Desking. The following functionality is supported:

- For Standard Hot Desking, calls are presented to the twinned device even when the Hot Desk user is not currently logged in.
- For External Hot Desking, you must be logged into your external hot desk extension in order for calls to be twinned to another device.
- Calls answered on a twin device can be handed off to a desktop device only after the Hot Desk user (standard or external) logs in.

- External hot desk users can activate features while on a trunk call (see below)

External Hot Desk Feature Support during Calls

If you are an external hot desk user, you can activate features while on an external call. You activate a feature, such as Call Hold, by entering a single-digit code (default method) or by entering a system Feature Access Code that consists of several digits. Contact your system administrator to obtain the codes required for your system.

The following table lists the supported features and the default single-digit codes. If your system uses feature access codes, record them in spaces provided.

Feature	Single Digit Code (default)	Record System Feature Access Codes (if used)	Notes
Call Hold/ Call Retrieve	1	_____	Allows you to place a call on hold and then retrieve the call. After you place a call on hold, you hear a camp-on tones at regular intervals. While the call is on hold, you cannot activate other features; you can only retrieve the call.
Transfer	2	_____	Allows you to transfer a caller to another party. Both supervised and unsupervised transfers are supported. To return to a call on hold before you have dialed the transfer destination (that is, while you are still listening to dial tone), dial the Call Retrieve code.
Conference	3	_____	Allows you to establish a conference call. To add another party to a call, enter the Transfer code and then call the additional party. After the called party answers, enter the Conference code to add the party to the conference. Conferences that are created by external hot desk users cannot be split. Swap is not supported on conference calls.
Swap/Camp-on Retrieval	4	_____	Use Swap to alternate between two calls. Use the Camp-on Retrieval to connect to a camped on call. Notes: <ul style="list-style-type: none"> • Camped on calls are indicated by a camp-on tone only • If you subscribe to the "call waiting" feature from your service provider, you must learn to distinguish between a call waiting tone and a camp-on tone in order to enter the appropriate feature access code (Call Retrieve or Camp-on Retrieve).



Feature	Single Digit Code (default)	Record System Feature Access Codes (if used)	Notes
Handoff	5	_____	<p>Allows you to</p> <ul style="list-style-type: none"> - push an active call from your twinned device to your desktop phone after you have answered a call on your twinned device, or - pull an active call from your desktop phone to your twinned device (This function is not available to external hot desk users).
Cancel Call	#	_____	Ends the current call and returns dial tone. You typically use this feature if the called party does not answer or if you receive busy signal.
Remove Digit Detector	*	_____	<p>Disconnects the DTMF receiver allowing you to interact with services and applications such as voice mail, long distance carriers, and telephone banking.</p> <p>Note: The Remove Digit Detector feature is not required if you use System Feature Access Codes to active call features.</p>
Flash	Not supported	_____	Places your current call on hold and returns dial tone. You can place another call or activate another feature.