

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.



Release 2.0

M Mitel (design) is a registered trademark of Mitel Networks Corporation. © 2009, Mitel Networks Corporation. All other products and services are the trademarks of their respective holders. All rights reserved.

## Call Handoff

After you have answered a call on your twinned device, you can pick up the call on your desktop phone as follows:

1. Press the programmed Handoff key on your desk phone. The call will immediately transfer to your desk phone; pick up the handset to continue the call.

-or-

2. Dial the Feature Access Code \*\*8 on your twinned device. Your desk phone will ring; pick up the handset to continue the call.

## 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.

## Hot Desking

UC Mobile supports Hot Desking and provides the following features:

- Calls are presented to the twinned device even when the Hot Desk user is not currently logged in.
- Calls answered on a twin device can be handed off to a desktop device only after the Hot Desk user logs in.

## 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 an active call from your twinned device to your desk phone.

## Answer Confirmation

When the Answer Confirmation feature 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
- Hang up and let the call proceed to your desk phone or 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.

If Answer Confirmation is not enabled, then calls will be directed to voice mail, if available. See *Busy/Unavailable Conditions* above.