



MITEL



Unified Communicator Advanced

Revolutionize How You Communicate and Collaborate with Colleagues, Customers, and Business Partners

Mitel® Unified Communicator® (UC) Advanced converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration applications, to simplify and enhance real-time communications. UC Advanced is Mitel's unified communications client that enhances the user experience and the effectiveness of "in the moment" communications that is a critical element of business success. UC Advanced simplifies real-time communications by providing you with a single access point for all your communication and collaboration needs. It gives you unprecedented control over your business communications.

Increase Your Efficiency

With UC Advanced, you are accessible and able to respond immediately to the needs of others through real-time communication methods. Contact information can be launched from caller ID screen-pops, while secure chat and web and video collaboration sessions can be initiated with a single click. By integrating widely-used PC applications with a single access point for all communications and collaboration needs, you can improve the speed and efficiency of your employees, while also maximizing the value of your technology investments.

Widen Your Communication Choices

UC Advanced enables smarter communication with your colleagues, customers, and business partners. With UC Advanced, you can choose the best method of communication before even initiating contact, thereby improving the efficiency of your interactions with others. UC Advanced incorporates voice communications, conferencing, and collaboration capabilities into popular business applications so you can further enhance your productivity with click-to-call from personal information managers (PIMs), Internet Explorer®, and Microsoft® Office.





Simplified Call Management

The UC Advanced desktop client offers intuitive visual point-and-click access to the advanced call management features of Mitel Communications Director (MCD) and Mitel 5000 Communications Platform (CP), and ad-hoc conference calls can be managed by simply dragging and dropping the name of a participant into the conference at any time. It also automatically remembers the phone numbers the user dials most frequently and makes them easily accessible from a centralized drop-down menu.

Directory Integration Options

UC Advanced supports a wide range of directory integration options that include integration with the MCD telephone directory, 5000 CP directory, Microsoft Active Directory®, or LDAP (lightweight directory access protocol). The LDAP or Active Directory interface utility within UC Advanced provides a mechanism to map the data fields within the external database to the fields within UC Advanced. Active Directory single and multiple domains are supported.

Centralized Call Logging

UC server is able to log incoming calls for the UC Advanced clients when the UC Advanced client software is not running. When UC Advanced is started, the UC server updates the client with all the cached call log information since the last UC Advanced client session. This information is then displayed in both the call history and the call log window. With Personal Ring Group (PRG) integration, the user can give a single number and answer it on any device within the PRG. Answering the call on any device will be logged.

Personal Information Manager Synchronization

UC Advanced provides synchronization of contact data between UC Advanced and Microsoft Outlook®, IBM® Lotus Notes® or Sage ACT! for contacts that have been imported into the UC Advanced personal contacts list. Synchronization is from Outlook to UC Advanced only. The user can select whether they wish the synchronization to occur automatically or at a user-defined time interval.

Flexible Line Appearance Support

UC Advanced supports a range of flexible line appearances that include multiline, keyline, basic multicall, and single line types. This feature provides the user with a wide range of configuration options. For example, administrative assistants can field their managers' calls. Also, this makes UC Advanced a cost-effective mini-console option enabling users to monitor and field incoming calls in a small-business environment.

Flexible Deployment Options

UC Advanced has been designed to work in a wide range of environments, increasing the deployment options for channel partners and customers. Supported environments include: Citrix® Presentation Server™ 4.0 and 4.5 (in desktop phone mode only), 32- and 64-bit versions of Microsoft Windows for PCs, and virtualized servers running VMware® ESXi 4.

Embedded PC Softphone

Road warriors and teleworkers can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP phone – the UC Advanced Softphone. When remotely connected to MCD or 5000 CP via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network. The UC Advanced Softphone also lets users record calls on their computer, add customized ring tones, and configure HID-compliant USB devices through an intuitive user interface. Configuration of the HID-compliant USB devices can also be set at the administrator level.

Integration with Mitel Teleworker Solution with MCD

Mitel Teleworker Solution provides a secure solution for remote and home-based employees. Teleworker Solution allows the user to connect to and access their corporate voice network through the UC Advanced Softphone from home or on the road without the need for a virtual private network (VPN) connection. All UC Advanced features and functions are available, including full presence and collaboration facilities. UC Advanced can also be used in desktop phone mode in conjunction with a Teleworker Solution set. In this mode of operation, a VPN connection is required from the user's PC to the corporate network where the UC server is hosted.

Integration with Mitel Dynamic Extension and Dynamic Extension Express

A UC Advanced user who also has Dynamic Extension or Dynamic Extension Express can answer an incoming call directed to their desk phone on a device of their choice – for example, on a cell phone, Wi-Fi phone, or home phone. When the call is answered, UC Advanced changes the user's telephony presence to "off hook." This enables UC Advanced to display the correct telephony status for a user regardless of whether the call was answered on a user's desk phone, softphone, or mobile device. UC Advanced offers an interface to allow the user to quickly and easily change their Dynamic Extension / Dynamic Extension Express number.

Dynamic Status

Dynamic Status provides the user with an easy method of specifying IM, presence, and call routing options when showing a specific Dynamic Status. The status can be changed from within the UC Advanced client, remotely from the UC Advanced Web or Mobile Portal, or it can be automatically updated based on the user's Outlook calendar information. Users can use Dynamic Status to set up preferential call routing options from a specific user or group of users and can quickly switch between desk phone and softphone mode.

Visual Voice Mail

Visual voice mail provides the user with an intuitive interface to view and listen to Mitel NuPoint Unified Messaging™ (UM) voice mail messages. This feature enables the user to view the voice mail details (type, caller, time, duration) and view the presence and calendar information of the person who left the voice mail (with a range of options to contact the caller or to simply play, delete, or forward the voice mail message to another person). The UC Advanced Web and Mobile Portals also offer the ability to view voice mail details.

UC Advanced Web and Mobile Portals

The UC Advanced Web and Mobile portals provide a web-based, tabbed interface to a subset of UC Advanced features, perfect for users that are remote from the office. Users can access the Web and Mobile Portals from any internet-connected PC or web-enabled mobile device. From these portals, the user is able to control their Dynamic Status, view corporate contact details and presence information, view call history information, and view voice message details.

UC Advanced Console

The UC Advanced console is designed for environments where the attendant, receptionist, or administrator has multiple job functions and require their telephone and PC to conduct daily tasks outside of call answering. The UC Advanced console provides rich Mitel presence information to the console user, helping to process calls more efficiently. The UC Advanced console is available for desk phone or softphone users.

Innovative “Launchpad” for Unified Communications

The Launchpad is a configurable shutter that can be set up to provide a variety of functions. A user can call individual contacts with a single mouse click and create speed dials that will quickly navigate voice mail and conference service menus. The user can also launch URLs to frequently accessed websites and web-based applications, such as Mitel Audio & Web Conferencing (AWC), as well as launch frequently used applications, such as SharePoint or Outlook and create shortcuts to frequently browsed folders or shared drives. The Launchpad shutter can be pre-configured by the system administration.

Business Applications

Enterprises can leverage their existing applications investments with UC Advanced, which integrates and unifies popular communications and productivity tools such as Microsoft Outlook and Microsoft Office. Users can dial from their Outlook contact list, integrate their presence and Dynamic Status with their Outlook calendar, click-to-dial using smart tags, and dial directly from within Internet Explorer. Additionally, UC Advanced integrates with IBM Lotus Notes, allowing users to dial from their contact list as well as launch web / video collaboration sessions.

PIM integration allows users to schedule a recurring time to index their PIM to ensure their contact list is always up to date. Users can also drag and drop or import contact entries from their PIM to build up their personal contact entries. An applications programming interface (API) enables customers and channel partners to integrate UC Advanced into a wide range of popular business applications including CRM, ERP, and vertical applications – preserving your existing investments, increasing operational efficiency, and providing an improved customer experience.

Data and Telephony Presence and Availability

Save time when contacting people by knowing whether they are on the phone, away from their desk, or available for secure instant chat or collaboration. You can also tag selected users so that you get a visual indication when they log into UC Advanced. Presence and availability promotes opportunistic communications – maximizing a user’s likelihood of successfully communicating.

Corporate Secure IM

UC Advanced’s secure instant messaging (IM) and file sharing features offer a highly usable chat experience. Initiate a single or multiparty chat at the click of a mouse and, at the same time, share documents by dragging and dropping files into the chat session. This creates a more cohesive team work environment while providing a secure and encrypted IM history log.

Knowledge Management

Knowledge management extends benefits normally associated with call center solutions to all enterprise knowledge workers. This feature provides a means for a user to associate files, documents (e.g., Microsoft Word, Microsoft Excel®, Microsoft PowerPoint®, and PDF files), and Outlook emails to a contact in their corporate contacts list as well as in their PIM contacts. This means that when a contact calls, based on the calling line ID, the associated items will be made available to the user for quick access.

Integration with Mitel Audio & Web Conferencing

UC Advanced offers tight integration with Mitel Audio & Web Conferencing, enabling UC Advanced users to quickly launch a video and / or data conference with the click of a button. Collaboration sessions can be scheduled or a “toast” can be sent to another UC Advanced user to instantly create a web collaboration session. Audio & Web Conferencing offers powerful collaboration features to users both inside and outside the enterprise, including audio conferencing, application and desktop sharing, co-browsing, remote desktop control, and multiparty desktop video conferencing.



Hardware and Software Requirements

UC Advanced Client – Hardware

CPU	Pentium 4 – 1 GHz or faster
RAM	1 GB required (2 GB recommended)
Free disk space	40 MB

See the UC Advanced product documentation for further details.

UC Server – Hardware

For information on Mitel Standard Linux (MSL) qualified servers, please contact your Mitel representative.

UC Advanced Client – Software Requirements

Software	Version / Service Pack
Operating System	
Windows XP Pro	SP3
Windows XP Pro x64 Edition	
Vista Business, Enterprise, and Ultimate Editions	SP2
Vista Home, Business, Enterprise, and Ultimate Editions	64-bit
Citrix® client	4.0 or 4.5
Microsoft .NET Framework	3.5 SP1
Instant Messaging	
Windows Live™ Messenger	8.5 and 9
Office Communicator	2.0
Web Browser	
Microsoft Internet Explorer	7.0+ or 8
Mozilla® Firefox®	3.x
Personal Information Managers	
Microsoft Outlook	2003 or 2007
IBM® Lotus Notes®	7.0, 8.0, or 8.5
Sage software ACT!	2007 or 2008

UC Server – Software Requirements

Software Supported	Version / Service Pack
Operating System	
Mitel Standard Linux	9.1

Compatibility with Mitel Platforms and Applications

Platform / Application	Software Version
MCD	4.0 UR1
5000 CP	3.2
Mitel Border Gateway	5.2 UR1 on MAS 2.0
UC Mobile	1.7 and 2.0
AWC	3.6 and 3.7

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

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