



MITEL

Unified Communicator Advanced

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

Mitel® Unified Communicator® (UC) Advanced is Mitel's unified communications application that provides a single access point for all your business communication and collaboration needs. It converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration applications, to simplify and enhance real-time communications. It gives you unprecedented control over your communications and allows real-time access to everyone in the organization, on or off the premises, with user and phone presence information that makes every phone call or instant message (IM) count. Employees can find, communicate, and collaborate with others quickly, simply, and in the moment.

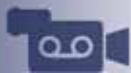
UC Advanced is the solution with options that specifically meet the needs of your user communities, delivering real business benefits: better efficiency and productivity, reduced costs, enhanced responsiveness, and streamlined business operations.

Simplified Call Management and Logging

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). UC server logs incoming calls for the UC Advanced clients, even 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. It also automatically remembers the phone numbers the user dials most frequently and makes them easily accessible from a centralized drop-down menu.

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.





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 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 Microsoft® 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.

UC Advanced 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 the 5000 CP via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network.

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.

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 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).

Corporate Secure IM

UC Advanced's secure 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.

UC Advanced Web and Mobile Portals

The UC Advanced Web and Mobile portals provide a web-based interface to a key subset of UC Advanced features, perfect for users who 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. The user can also dial from the Web and Mobile Portal using OfficeLink. This means that the user can tell the PBX what number to dial and what device on which to take the call.

UC Advanced Dynamic Location

UC Advanced Dynamic Location is an add-on option for UC Advanced or UC Advanced Web and Mobile Portals and installs as a client on supported BlackBerry® devices. It allows users to define the GPS locations to associate with each Dynamic Status and automatically changes Dynamic Status based on GPS location or by manual selection

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.

UC Advanced Launchpad

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 URL's to frequently accessed websites and web-based applications, as well as launch frequently used applications, such as Microsoft SharePoint® or Outlook, and create shortcuts to frequently browsed folders or shared drives.

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®, and Adobe® PDF files), and Outlook emails to a contact in their corporate contacts list, as well as in their Personal Information Manager

(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 (AWC)

UC Advanced users 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. AWC offers powerful collaboration features including audio conferencing, application and desktop sharing, co-browsing, remote desktop control, and multiparty desktop video conferencing.

Integration with Business Applications

UC Advanced integrates with popular communications and productivity tools such as Outlook and Microsoft Office. Users can dial from their Outlook contact list, integrate their Dynamic Status with their Outlook calendar, and click-to-dial using smart tags. UC Advanced also integrates with IBM® Lotus Notes®, allowing users to dial from their contact list as well as launch web / video collaboration sessions. An applications programming interface (API) enables customers and channel partners to integrate UC Advanced into a wide range of popular business applications including customer relationship management (CRM), enterprise resource planning (ERP), and vertical applications – preserving existing investments and increasing operational efficiency.

Technical Specifications

Languages Supported

Chinese, Dutch, English (US, UK), French (European, Canadian), German, Italian, Portuguese (Brazilian), Spanish (European, Latin American)

UC Advanced Client – Hardware Requirements

| | |
|-----------------|----------------------------------|
| 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 Requirements

For information on Mitel Standard Linux® qualified servers, please contact your Mitel representative.



UC Advanced Client – Software Requirements

| Software | Version / Service Pack |
|--|------------------------|
| Operating System | |
| Microsoft Windows® XP Pro | SP3 |
| Windows XP Pro x64 Edition | |
| Windows Vista® Business / Enterprise / Ultimate Editions | SP2 |
| Windows Vista Home / Business / Enterprise / Ultimate Editions | 64-bit |
| Windows 7 Business / Enterprise / Ultimate Editions | 32 or 64-bit |
| Citrix® client | 4.0 or 4.5 |
| Microsoft .NET Framework | 3.5 SP1 |
| Instant Messaging | |
| Microsoft Windows Live™ Messenger | 8.5 and 2009 (v14) |
| Microsoft Office Communicator 2007 | R2 |
| Web Browser | |
| Microsoft Internet Explorer | 7.0+ or 8 |
| Mozilla Firefox® | 3.x |
| Apple Safari® | 4.x |
| Personal Information Managers | |
| Outlook | 2003 or 2007 |
| Lotus Notes | 7.0, 8.0, or 8.5 |
| ACT!® by Sage | 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 UR3, 4.1 SP1 |
| 5000 CP | 3.2 |
| Mitel Border Gateway (MBG) | 5.2 UR1 on MAS 2.0 |
| Mitel Unified Communicator® (UC) Mobile | 1.7 and 2.0 |
| AWC | 3.6 and 3.7 |

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