



MITEL

## Unified Communicator Advanced

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

Mitel® Unified Communications Solutions facilitate better business results through the convergence of communications networks, applications and devices, resulting in “better than live” communications experiences. Mitel Unified Communicator® (UC) Advanced (formerly Mitel Your Assistant® Premium) 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 3300 IP Communications Platform (ICP), 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 3300 ICP telephone 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.

### Federated Servers

UC servers in multiple locations can share instant messaging (IM) and presence between servers. For example, federated servers allow UC Advanced users in one office to view the presence and availability of UC Advanced users in another office on the same network. Federated servers enable users to initiate private and secure real-time communications with UC Advanced users across any number of servers worldwide.

### 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.

### Microsoft Outlook Synchronization

UC Advanced provides synchronization of contact data between UC Advanced and Microsoft Outlook® for contacts that have been imported into the UC Advanced personal contacts list. Synchronization is from Outlook to UC Advanced only. That means changes made within Outlook will be reflected within UC Advanced, but changes made within UC Advanced will not be reflected within Outlook. 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 multical and single line types. This feature provides the user with a wide range of configuration options. For example secretaries can field their manager's 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), VMware® server 1.0 and VMware ESX server 3.0.1. Dual core servers, 32- and 64-bit versions of Microsoft Windows, servers and PCs using 32- and 64-bit processors, Microsoft Windows® Vista, and Microsoft Windows Server 2008 are also supported.

### 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 the 3300 ICP 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

Mitel Teleworker Solution provides a secure solution for remote and home-based employees. Teleworker Solution allows you to connect to and access your 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 video and data 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 Unified Communicator Mobile

A UC Advanced user who also has UC Mobile (formerly Mitel Mobile Extension) can answer an incoming call directed to their desk phone on their mobile device of choice. When the call is answered on the mobile device 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. With the UC Mobile Client, telephony presence within UC Advanced will also be updated for outgoing calls made from the user's mobile device. The UC Advanced user can also retrieve and hand off the mobile call to the user's desk phone or softphone via the UC Advanced client.

### Innovative "Launchpad" Shutter for Unified Communications

The Launchpad is a configurable shutter that a user can set up to provide a variety of functions. Individual contacts can be called with a single mouse click, including creating speed dials that will quickly navigate voicemail and conference service menus. Launch URL's to frequently accessed websites and web-based applications such as UC Mobile or Mitel Audio

and Web Conferencing. Launch frequently used applications such as SharePoint or Outlook and create shortcuts to frequently browsed folders or shared drives.

### Integration with Popular 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 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. PIMs integration allows users to schedule a recurring time to index their PIM at any time, 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 data collaboration. Presence and availability promotes opportunistic communications – maximizing a user’s likelihood of successfully communicating.

### Corporate Secure IM

UC Advanced’s incorporated instant messaging (IM) and file sharing features offer security not typically found in IM services. 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.

## Hardware and Software Requirements

### UC Advanced Client – Hardware

Hardware	UC Advanced	UC Advanced Softphone
CPU	Pentium 4 – 1.4 GHz	Pentium 4 – 1.4 GHz
RAM	256 MB	256 MB
Free disk space	120 MB	120 MB
Network interface card	Full duplex 100 Mbps	Full duplex 100 Mbps
Sound card	N/A	Full duplex
Headsets	N/A	USB headset
Desk phone 3300 ICP	See the UC Advanced 5.0 administration guide for full details	See the UC Advanced 5.0 administration guide for full details

### UC Advanced Client – Software Requirements

	Software	Version / Service Pack Supported
Operating System	Windows XP Professional Windows Vista Business	SP2
Microsoft® .NET Framework		2.0 and 1.1 NOTE: Although UC Advanced does not support .Net 3.0 there is no need to uninstall them if they are present
Instant Messaging		Windows Messenger 5.0 MSN Messenger 6.0 Microsoft Office Communicator (LCS) 2005

### 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. The PIM supported for the knowledge management feature is Microsoft Outlook.

### Caller ID-Based Routing

Caller ID-based routing provides the ultimate in call management and flexibility. Caller ID-based routing enables users to set up automatic call-handling policies based on rules applied to specific caller IDs (e.g., forward selected calls to voice mail). Users can quickly transition from one mode of communication to the next – knowing that an important caller will be presented while all other calls are routed to voice mail. The defined forwarding rules remain in force even if UC Advanced is disconnected from the network or switched off, but is easily changed or cancelled according to the user’s requirements.

### Collaboration Option

The Mitel Your Assistant Collaboration Option is available as an option for UC Advanced enabling UC Advanced users to escalate a voice call into a video and / or data conference at any time with the click of a button. Collaboration sessions can be scheduled with a meet-me URL to start a conference, or can be created during a call for on-demand collaboration. The Your Assistant multimedia collaboration module offers powerful collaboration features to users both inside and outside the enterprise, including application sharing and co-browsing, remote desktop control, and multiparty desktop video conferencing.

## UC Advanced Client – Software Requirements

Software	Version / Service Pack Supported		
Smart tags in Outlook and Word have a number of prerequisites to function correctly. If the "Mitel Unified Communicator Advanced (UC Advanced Phone / Name Recognizer)" smart tag is not showing up in the smart tags options recognizers list, please check for the following prerequisites:	Office 2003 1. .Net 2 2. .Net 1.1 3. Smart tag .Net programmability support 4. Patch for KB907417	Office 2003 with SP3 1. .Net 2 2. .Net 1.1 3. Smart tag .Net programmability support	Office 2007 1. .Net 2 2. .Net 1.1 3. Smart tag .Net programmability support The installation sequence of the 2 versions of .Net and the patch will not affect the smart tag loading.
PIMs (optional)	Act! 2005 through ACT! 2008 (Sage Software) Lotus Notes 7.0 (standalone or Domino 7.0) and Lotus Notes 8.0 (standalone or Domino 8.0) (IBM) Outlook 2003 (standalone or Exchange 2003) and Outlook 2007 (standalone or Exchange 2007) (Microsoft®)		

## UC Server – Hardware Requirements – Standalone Server

Hardware	0-50 Clients	50-100 Clients	100-500 Clients
CPU*	Pentium 4 – 1.4 GHz	Pentium 4 – 2.0 GHz	Pentium 4 – 3.0 GHz
RAM	512 MB	512 MB	1 GB
Free disk space	5 GB	5 GB	5 GB
Network interface card	Full duplex 100 Mbps	Full duplex 100 Mbps	Full duplex 100 Mbps

## UC Server – Hardware Requirements – Shared Server

Hardware	0-20 Clients	Resources available to UC Advanced server
CPU*	Pentium 4 – 3.0 GHz	15% of CPU cycles
RAM	1 GB	100 MB
Free disk space	5 GB	4 GB
Network interface card	Full duplex 100 Mbps	100 Kbps throughput

## UC Server – Software Requirements

	Software	Version / Service Pack Supported
Operating System	Windows XP Professional	SP2
	Windows Vista Business	
	Windows 2000 Server	SP4
	Windows 2003 Server	SP2
	Windows 2008 Server	
	Citrix Presentation Server	4.0, 4.5
Windows Update	Microsoft .NET Framework	2.0

## Compatibility with Mitel Platforms and Applications

Platform / Application	Software Version
3300 ICP	8.0 or later
Teleworker Solution	4.0.16 or later
UC Mobile	1.5 or later

\* UC Advanced supports multi-CPU servers.

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