



MITEL

Unified Communicator Express

Improve Productivity with a Low-cost Serverless Desktop Assistant

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) Express (formerly Mitel 5300 Integrated Office Companion Enhanced) is a cost-effective desktop assistant that seamlessly combines telephony with integration to Microsoft® Outlook® and Windows® Search providing the user with a range of intelligent call handling facilities and productivity enhancements.

UC Express provides an innovative telephony toolbar GUI that allows users to manage the functionality of their Mitel IP phone with speed and ease directly from the Windows taskbar on their desktop. With time-saving features such as click-to-dial, caller ID pop-up and single-click conference / transfer, UC Express simplifies routine communications. Out-of-the-box integration with Outlook and Active Directory® allows users to search-and-dial personal and corporate contacts from the toolbar interface, auto-open a contact record based on incoming caller ID and generate an Outlook task or email from an incoming call. UC Express can also execute a Windows Search to locate documents,

emails and attachments based on the incoming caller ID. By integrating widely-used applications with a single access point for voice communications, UC Express helps drive productivity, while enhancing responsiveness to customers, suppliers and partners.

UC Express installs directly on a PC without the need for an applications server – reducing the overall solution cost and helping drive a quick return on investment. Designed for easy configuration and installation, it provides IT personnel with a number of implementation options from simple end-user downloads to larger-scale pull- or push-based mass deployment.

Features

UC Express works with Mitel 5312¹, 5324², 5330 and 5340 IP Phones running on a Mitel 3300 IP Communications Platform (ICP). Telephony commands and notifications are limited to the prime line of the phone.

- Telephony toolbar and tray icon for non-intrusive desktop profile
- Type name into telephony toolbar to automatically pull phone numbers out of Active Directory or Outlook
- Automatically sets your instant messaging presence state based on your call state
- Multi-profile support³
- Ability to use Windows telephony location
- Definable dialing rules
- Dial number from tray or telephony toolbar
- Dial extensions
- Drag and dial a number from any application
- Click a button to dial highlighted number in any application
- Desktop speed dial programming
- Desktop access to speed dial entries
- Incoming call pop-up and answer by clicking
- Display caller ID in text entry field in telephony toolbar
- Create speed dials based on incoming call
- Search Active Directory and Outlook contacts based on incoming call
- Open caller's contact record in Outlook
- Invoke Windows Search for emails and docs containing caller's name or number
- Single click to re-dial
- Missed call list
- Call transfer
- Call conference
- One-step conference / transfer
- Program phone key to launch a PC application
- Create a new Outlook task with caller ID, date and time of call automatically filled in
- Create a new Outlook contact based on caller ID
- Create a new Outlook email to caller with 'send to' address automatically filled in based on caller ID
- International language support

Mass Deployment Options

- Network-based installer
- Configuration by command line for deployment using scripting-enabled software deployment tools
- Domain-based registration

Microsoft Application and Operating System Requirements

Please note that many of the features described in this data sheet require specific Microsoft applications. The client operating systems and applications supported by UC Express are:

- Microsoft Outlook 2003 SP3 with Windows Desktop Search on Windows XP Pro SP3
- Microsoft Outlook 2007 SP1 with Windows Desktop Search on Windows Vista Business SP1
- Windows Live Messenger™ 8.5.1302.1018 or Office Communicator 2.0.6362.0
- Microsoft .Net 2.0

Supported LDAP Directories

- Microsoft Windows 2003 R2 SP2 Active Directory
- Sun Java Communications Suite 6
- OpenLDAP 2.3.27

Hardware Requirements

- 300 MHz or higher Pentium-compatible CPU recommended; 233 MHz minimum required

Compatibility with Mitel Platforms, Phones and Applications

- 3300 ICP release 9.0 (UR1) for the 5330 and 5340 IP Phones
- 3300 ICP release 9.0 UR2 for the 5312 and 5324 IP Phone
- 5330 and 5340 IP Phone firmware build 1.4.1.2
- 5312 IP Phone
- 5324 IP Phone
- Mitel Teleworker Solution release 4.5

¹ 3300 ICP release 9.0 UR2

² 3300 ICP release 9.0 UR2

³ Each profile is mapped to a specific network connection which is used to automatically determine the network the user is logged into and to find the correct profile to use to connect to the user's phone

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