



MITEL

## Unified Communicator Advanced

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

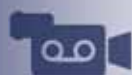
Mitel® Unified Communicator® (UC) Advanced provides a single access point for all your business communication and collaboration needs. It converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status, and collaboration applications, to simplify and 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. UC Advanced specifically meets 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 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 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 allows the user to easily specify 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 automatically updated based on the user's Microsoft® Outlook® or IBM® Lotus Notes® 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.

### Visual Voice Mail

Visual voice mail provides an intuitive interface to view and listen to Mitel NuPoint Unified Messaging™ (UM) voice mail messages. A user can view the voice mail details and presence information of the person who left the voice mail, with a range of options to contact the caller or simply play, delete, or forward the voice mail 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 portals from any internet-connected PC or web-enabled mobile device. The user can control their Dynamic Status, view corporate contact details and presence information, view call history information, view voice message details, and dial using OfficeLink. This means that the user can tell the PBX what number to dial and on which device to take the call.

### UC Advanced Mobile for BlackBerry®

UC Advanced Mobile installs as a client on supported BlackBerry smartphones and extends a key subset of UC Advanced features to mobile users. The user is able to control their Dynamic Status, view corporate contact details and presence information, view call history information, view voice message details, and dial using OfficeLink. It also lets the user define GPS and Bluetooth locations to associate with each Dynamic Status and automatically changes Dynamic Status based on 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 requires 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 URLs 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.

### Desktop Convenience

UC Advanced Compact Mode offers a type-ahead search bar to make finding contacts quick and easy. In Compact Mode, the easy-to-use search bar provides a reduced desktop footprint and can be moved to almost any desktop location.

### Mitel IP Phone Simplicity

With MCD, UC Advanced extends even greater simplicity to the desktop for Mitel 5300 Series IP Phones, allowing for easy phone button programming from within the desktop application. UC Advanced then also delivers its rich presence information by providing a real-time telephony and instant messaging icon on user-defined speed dial buttons.

### Knowledge Management

Knowledge management extends benefits normally associated with call center solutions to all enterprise knowledge workers. A user may 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. When a contact calls, based on the calling line ID, the associated items will be made available to the user for quick access.

### 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
<b>Operating System</b>	
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

### 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 users can 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, launch web / video collaboration sessions, and integrate their Dynamic Status with their calendar. An applications programming interface (API) enables customers and channel partners to integrate UC Advanced into popular business applications including customer relationship management (CRM), enterprise resource planning (ERP), and vertical applications – preserving existing investments and increasing operational efficiency.



### Instant Messaging

Microsoft Windows Live™ Messenger	8.5 and 2009 (v14)
Microsoft Office Communicator 2007	R2

### Personal Information Managers

Outlook	2003, 2007 or 2010
Lotus Notes	8.0 or 8.5
ACT!® by Sage	2007 or 2008

### UC Advanced – Web Browser Requirements

	UC Advanced Client	UC Advanced Web Portal	UC Advanced Mobile Portal
Microsoft Internet Explorer	7.0+ or 8	7.0+ or 8	–
Mozilla Firefox®	3.x	3.x	–
Apple Safari®	4.x	4.x	–
BlackBerry	–	–	4.5, 4.6, 4.7, or 5.0
Microsoft Windows® Mobile®	–	–	6.1, 6.5, or 7.0
iPhone	–	–	1.x, 2.x, or 3.1
Android	–	–	1.x, or, 2.x

### UC Advanced Mobile for BlackBerry – Software Requirements

Software	Version / Service Pack
BlackBerry	4.5, 4.6, 4.7, or 5.0

### UC Server – Software Requirements

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

### Compatibility with Mitel Platforms and Applications

Platform / Application	Software Version
MCD	4.0 UR3, 4.1 SP1 (OfficeLink requires MCD 4.1)
5000 CP	3.2
Axxess	11.0.14
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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