

MITEL

# Unified Communicator Express 3.1

Mitel Unified Communicator  
Express Quick Start Guide  
Release 3.1



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Unified Communicator Express Quick Start  
Release 3.1  
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<b>MITEL UNIFIED COMMUNICATOR EXPRESS 3.0 QUICK OVERVIEW .....</b>	<b>1</b>
Registration.....	1
Handle Calls Using Multiple Phone Profiles .....	1
Configuring Phone Profile .....	2
Configuring Softphone Profile .....	3
Mitel UC Express Toolbar.....	4
Click to Dial: Dialing by Name .....	4
Dialing by Number .....	5
Dialing by Typing in a Number .....	5
Dialing by Drag'n'Drop .....	5
Incoming Calls .....	5
Speed Dials .....	6
Transfer/Conference Calls.....	7
Presence.....	8

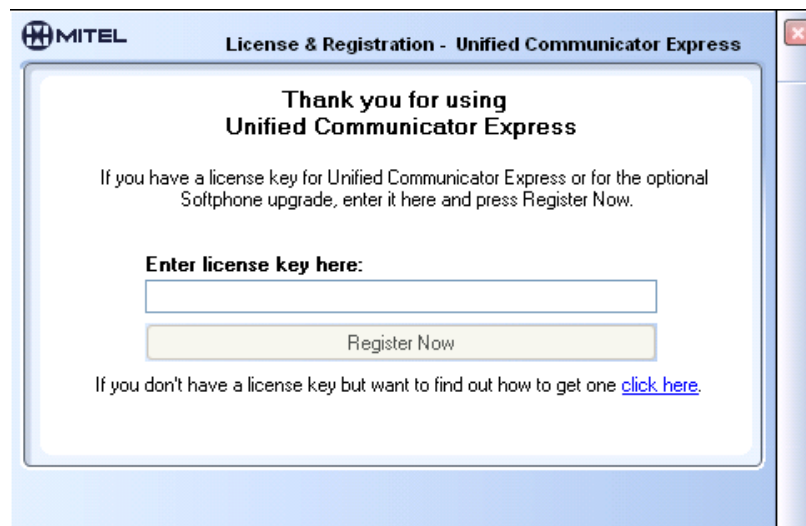


## Mitel Unified Communicator Express 3.0 Quick Overview

Mitel's Unified Communicator Express 3.0 PC application enhances the use of your Mitel telephone set by providing quick and easy access to telephony from your desktop. Unified Communicator Express also has softphone functionality you can use while on the road.

### Registration

When you install Unified Communicator Express and run it for the first time, you will encounter a registration dialog requiring you to enter your license key. Here you can also find out how to get a license key if you don't already have one.



### Handle Calls Using Multiple Phone Profiles

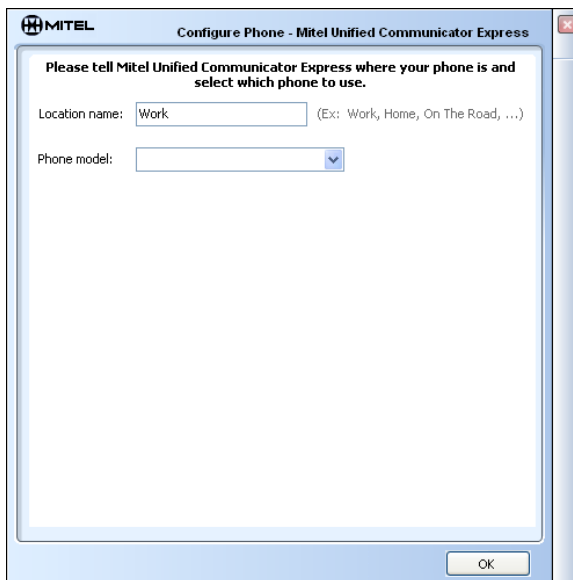
Unified Communicator Express can store connection information for more than one phone. This enables you to create multiple phone profiles for different locations or purposes. For instance you could have a profile for each of the following situations:

- Connecting to a Mitel 5330 at your work desk
- Connecting to a Mitel 5312 at home as a Teleworker

You create phone profiles in three ways:

1. If you are upgrading from Mitel Integrated Office Companion (IOC) or earlier version of Unified Communicator Express to Unified Communicator Express 3.0, the setup program automatically migrates your IOC phone to the Unified Communicator Express phone profile labeled "Work".
2. If you install Unified Communicator Express as a fresh install, Unified Communicator Express prompts you to create a new phone profile when it first runs.
3. Or, you can manually add phone profiles as the need arises

If you've installed Unified Communicator Express as a fresh install then you will be prompted with the following screen after you register the product:



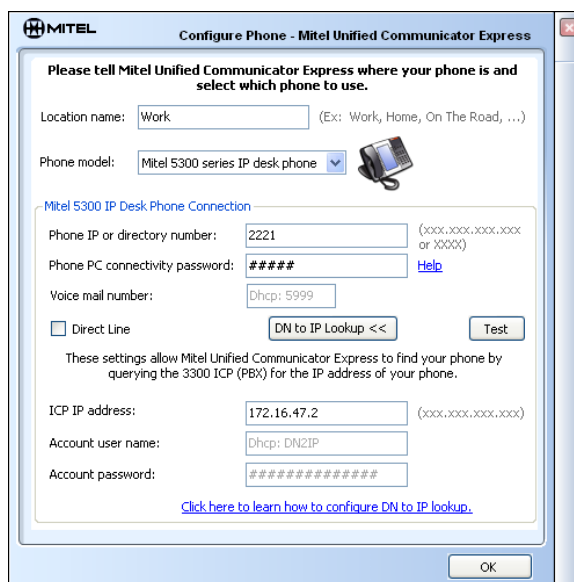
### Configuring Phone Profile

To use Unified Communicator Express with your phone you must select the phone model and then fill in the PC Connectivity information. This information can be entered in 2 different ways:

1. Either by specifying the IP address of your phone and the PC Connectivity password, as shown below:



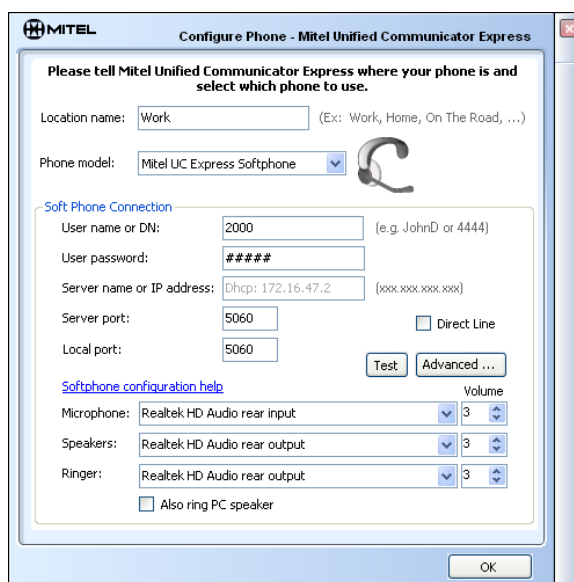
- Or, by simply entering your extension number (“DN”), provided your phone system administrator has configured your system so that you can do so. Consult the “Unified Communicator Express IT Guide” for more information on how to configure Unified Communicator Express to connect to your phone by DN.



### Configuring Softphone Profile

To use Unified Communicator Express softphone, fill in the PC Connectivity information just as with the physical phones provided your phone system administrator has configured your system so that you can do so. Consult the “Unified Communicator Express IT Guide” for more information on Mitel UC Softphone.

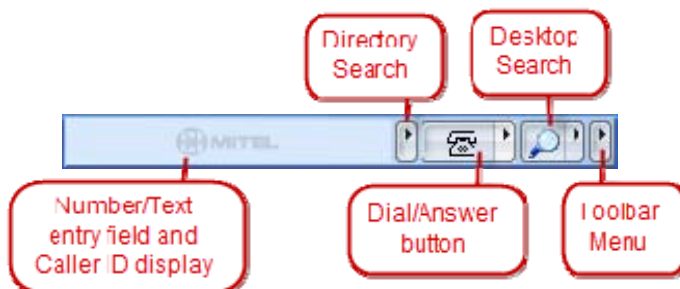
Additionally, you can configure what audio hardware to use with your softphone.



## Mitel UC Express Toolbar

All Mitel Unified Communicator Express features are available from a convenient toolbar. To display it, right-click on the Windows task bar, select the Toolbars sub-menu then select Mitel UC Express. The telephony toolbar will be displayed when you run Unified Communicator Express.

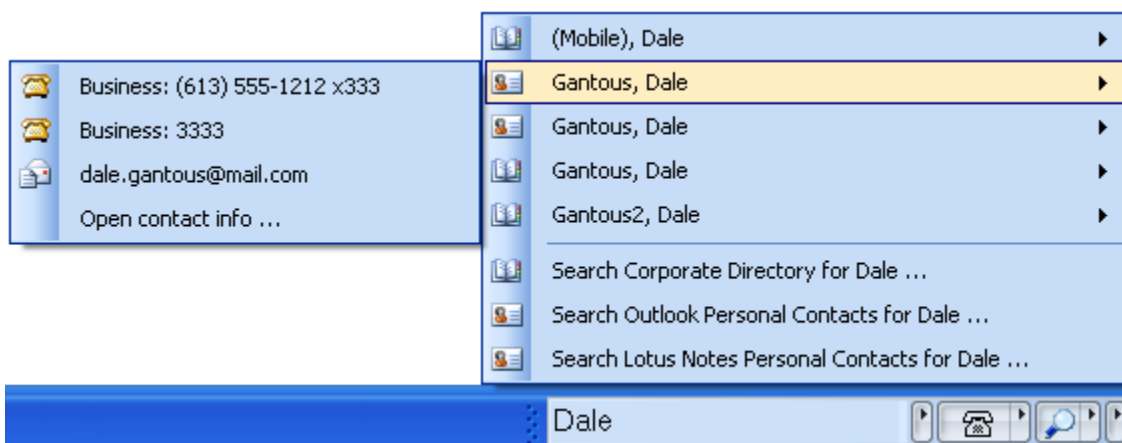
You will then see the toolbar GUI shown here:



You can hide the toolbar by following the same steps to uncheck the Mitel UC Express option.

## Click to Dial: Dialing by Name

When you type a name in the text field of the UC Express Toolbar, a list of matches and alternate phone numbers from both your Active Directory and Outlook contacts will be displayed. To dial, just click on the phone number match that you want. By combining Windows telephony settings with Unified Communicator Express dialing rules in the application settings, Unified Communicator Express can dial the 9 and 613 for you automatically!

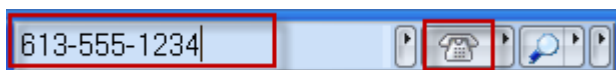


## Dialing by Number

Unified Communicator Express offers a number of ways to dial (and it can dial the 9-613 for you automatically!)

### Dialing by Typing in a Number

Type a number in the text field and press the dial button.



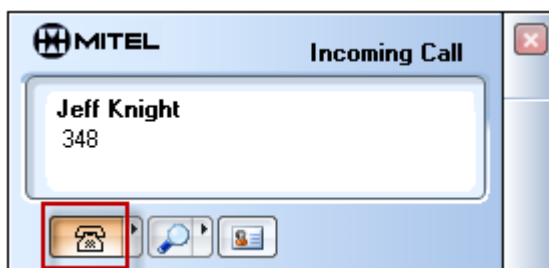
### Dialing by Drag'n'Drop

Highlight a number in a Word document, email, etc and drag the number into the text field and press the dial button; or, you can use copy and paste.

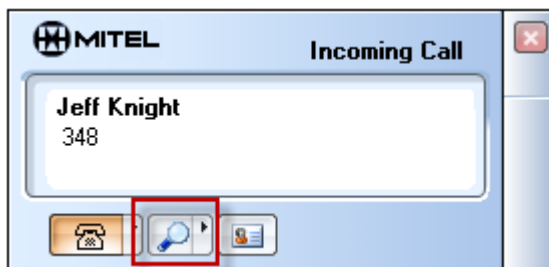
## Incoming Calls

Incoming calls get displayed in the text field of the UC Express Toolbar, and the phone button flashes. You can also configure Unified Communicator Express to display or a pop-up window when you receive an incoming call.

Answer the call by clicking the Answer button on the Pop-up.



From the Incoming Calls Pop-Up, you can also open an Outlook contact or do a Microsoft Desktop Search based on the Caller ID:



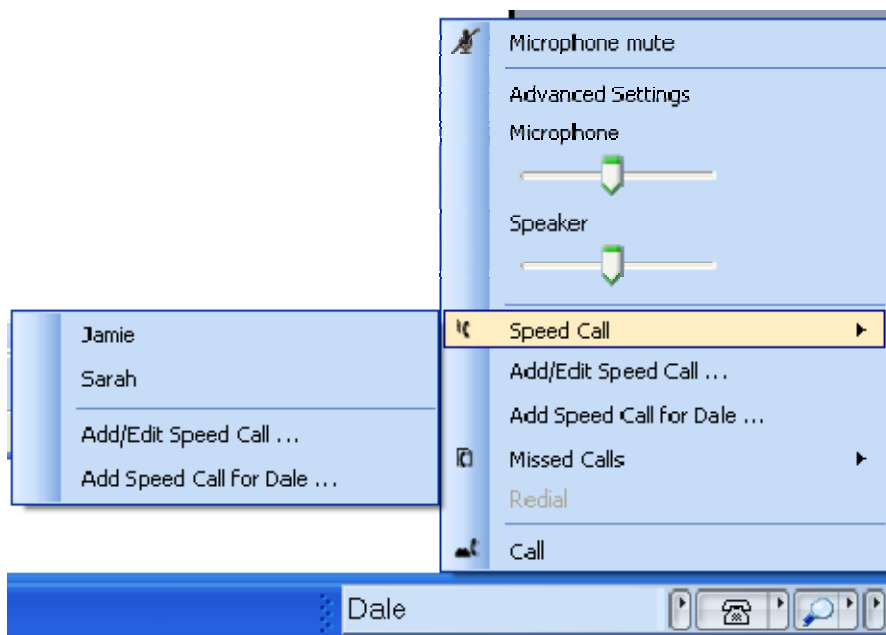
After the call, you can return a call to this person by just clicking the dial button.



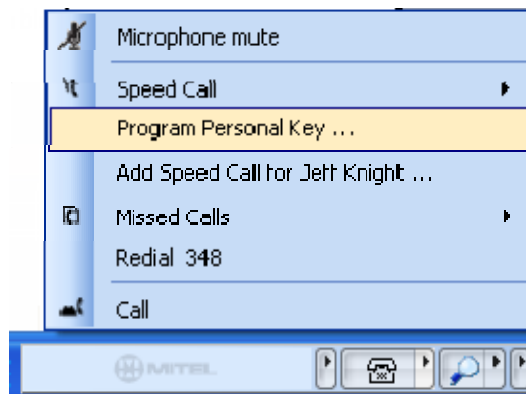
There is a Missed Calls and Redial list as well.

### Speed Dials

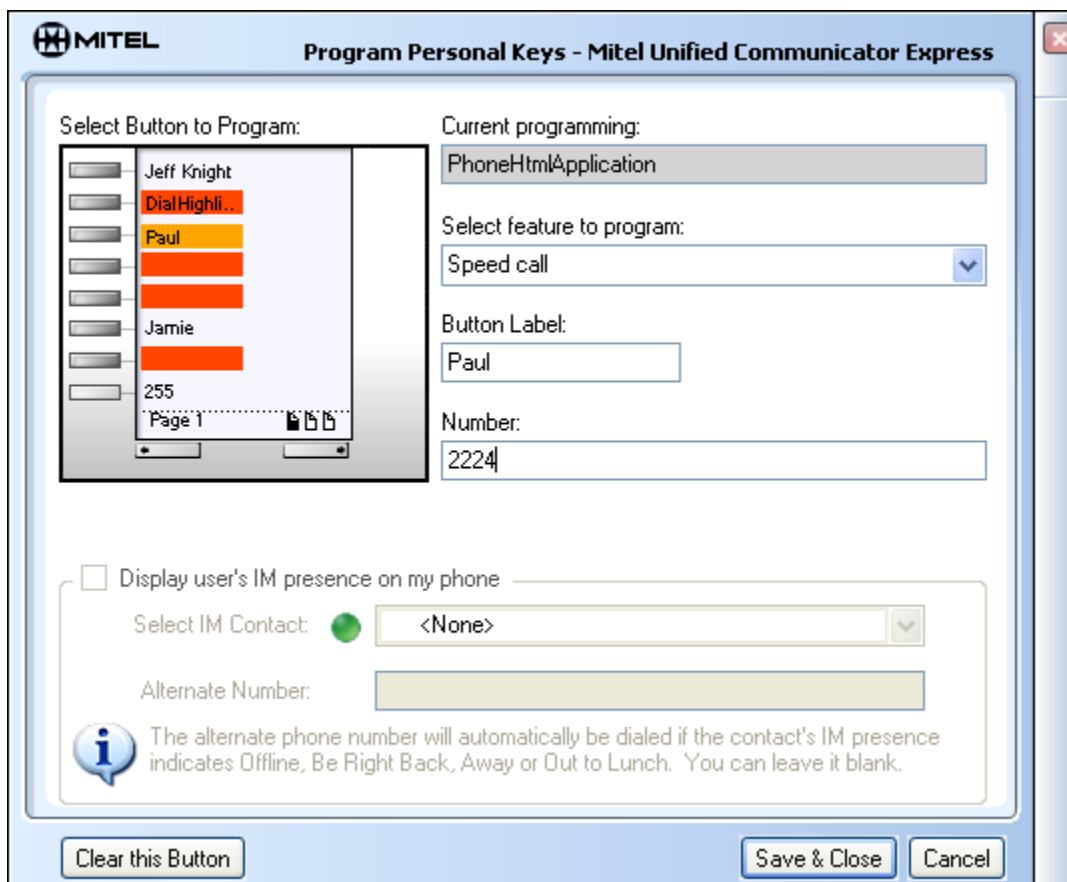
You can quickly access your Speed Dials via the UC Express Toolbar.



You can also program speed dials and other functions on the programmable keys of your 5300 series set through the Program/Edit Personal Key:



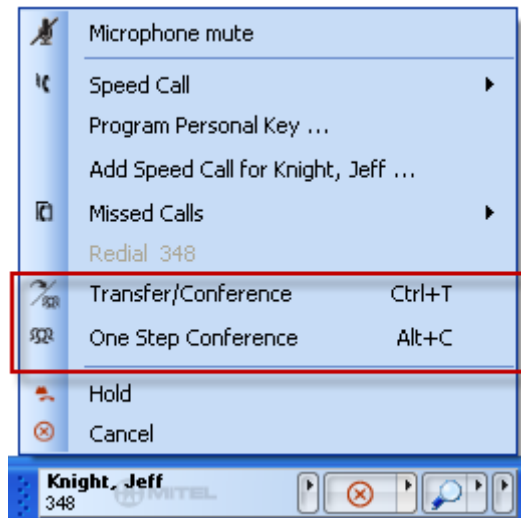
This brings up an intuitive user interface for programming functions on your keys, as follows:



UC Express even allows you to Print labels for your 5312/5324 IP Phones!

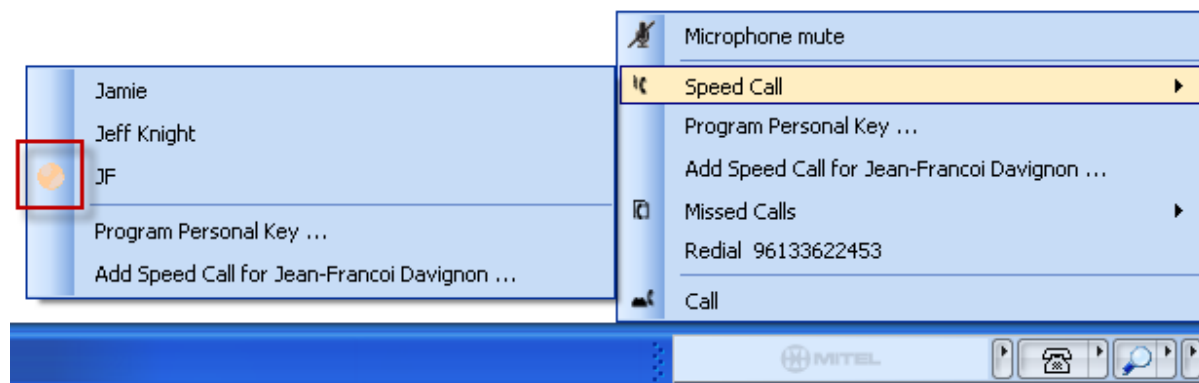
### Transfer/Conference Calls

You can use Unified Communicator Express to transfer calls and initiate conference calls. While on a call, just select transfer/conference from the telephony menu and make a second call. Once you call the second party you can also use this menu to trade calls between users. You can also perform a One Step Transfer or a One Step Conference from this menu.



### Presence

From the UC Express Toolbar Speed Dial menu, you can program a speed dial for a user that also displays their presence, which is based on their current instant messaging status. The user's presence will appear both in the UC Express Toolbar Speed Dial Menu and on your Speed Dial buttons on the 5340 set.





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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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