



MITEL

Unified Communicator Express

Improve Productivity with a Low-cost Server-less Desktop Assistant or Softphone

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 is a cost-effective desktop assistant or softphone that seamlessly combines telephony with integration to Microsoft® Outlook® and Microsoft® 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 Microsoft® 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.

UC Express desktop assistant is also supported in a Microsoft® Windows Terminal Services® environment.

The Mitel Unified Communicator (UC) Express Softphone provides similar functionality to UC Express but is aimed

at mobile or remote workers, enabling them to become more accessible to customers, management and their co-workers regardless of location. Users can choose to have a combined desktop assistant and softphone giving users complete flexibility and choice of where and how they work.

When remotely connected to the Mitel Communications Director (MCD) via a secure network connection, mobile users can make and receive calls as though they were inside the corporate network.

Features

	Any set on Mitel Communications Director	Any set on Mitel 5000 Communications Platform (CP)	Softphone
Telephony toolbar and tray icon for non-intrusive desktop profile	Yes	Yes	Yes
Type name into telephony toolbar to automatically pull phone numbers out of Active Directory or Outlook	Yes	Yes	Yes
Automatically sets your instant messaging presence state based on your call state	Yes	Yes	Yes
Multi-profile support ¹	Yes	Yes	Yes
Ability to use Windows telephony location	Yes	Yes	Yes
Definable dialing rules	Yes	Yes	Yes
Dial number from tray or telephony toolbar	Yes	Yes	Yes
Dial extensions	Yes	Yes	Yes
Drag and dial a number from any application	Yes	Yes	Yes
Click a button to dial highlighted number in any application	Yes	No	No
Phone speed dial programming	Yes	No	n/a
Phone access to speed dial entries	Yes	No	n/a

¹ 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.

	Any set on Mitel Communications Director	Any set on Mitel 5000 Communications Platform (CP)	Softphone
Speed dials through the user interface	Yes	Yes	Yes
Incoming call pop-up and answer by clicking	Yes	Yes	Yes
Display caller ID in text entry field in telephony toolbar	Yes	Yes	Yes
Create speed dials based on incoming call	Yes	No	Yes
Search Outlook contacts based on incoming caller ID	Yes	Yes	Yes
Open callers contact record in outlook	Yes	Yes	Yes
Invoke Windows Search for emails and documents containing caller's name or number	Yes	Yes	Yes
Single click to redial	Yes	Yes	Yes
Missed call list	Yes	Yes	Yes
Call transfer	Yes	Yes	Yes
Call conference	Yes	Yes	Yes (3 party)
One-step conference / transfer	Yes	Yes	No
Program phone key to launch a PC application	Yes	No	No
Create a new Outlook task with caller ID, date, and time of call automatically filled in	Yes	Yes	Yes
Create a new Outlook contact based on caller ID	Yes	Yes	Yes
Create a new Outlook email to caller with "send to" address automatically filled in based on caller ID	Yes	Yes	Yes
International language support	Yes	Yes	Yes

Mass Deployment Options

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

Supported Microsoft® Applications and Operating System Requirements

- Microsoft® Outlook 2003 SP3 with Windows Desktop Search on Windows XP Professional SP3
- Microsoft® Outlook 2003 SP3 with Windows XP Desktop Search on Windows XP Professional x64 Edition
- Microsoft® Outlook 2007 SP2 with Windows Desktop Search on Windows Vista Business SP1

- Microsoft® Outlook 2007 SP2 with Windows Desktop Search on Windows Vista Business 64-bit
- Microsoft® Windows Terminal Services® 2003

Supported LDAP Directories

- Microsoft® Windows 2008 R2 Active Directory
- Microsoft® Windows 2003 R2 SP2 Active Directory
- OpenLDAP™ 2.3.27

Compatibility with Mitel Platforms and Phones UC Express release 3.0 is supported with:

- With Mitel 3300 IP Communications Platform (ICP) release 9.0 UR2, the following IP Phones are supported: Mitel 5312 / 5324 / 5330 / 5340 IP Phones
- With MCD release 4.0 SP1, the following IP Phones are supported: Mitel 5312 / 5324 / 5330 / 5340 / 5360 IP Phones
- With MCD release 4.0 SP1, the following IP Phones are supported in SIP mode: Mitel 5312 / 5324 / 5330 / 5340 IP Phones
- With Mitel 5000 Communications Platform (CP) version 3.2 the following IP Phones are supported: 5312 / 5320 / 5324 / 5330 / 5340 IP Phones, and the following digital sets are supported: Mitel 8528 / 8568 Telephones.

See the UC Express 3.0 user guide for further details.

Supported versions of Windows Live Messenger and Office Communicator 2007

- Microsoft® Windows Live™ Messenger version 8.5 or 2009
- Microsoft® Office Communicator 2007 version 2.0

Minimum PC Requirements

- Pentium 3 (or equivalent)
- 1 GB RAM
- 40 MB free disk space for application installation and data
- Microsoft® .NET Framework 2.0

Recommended PC Requirements

- Pentium 4 (or equivalent)
- Dual-core CPU
- 2 GB RAM
- 40 MB free disk space for application installation
- Microsoft .NET Framework 2.0

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