



UC Express

User Guide

Contains information for Installing, Registering, Configuring & Using UC Express

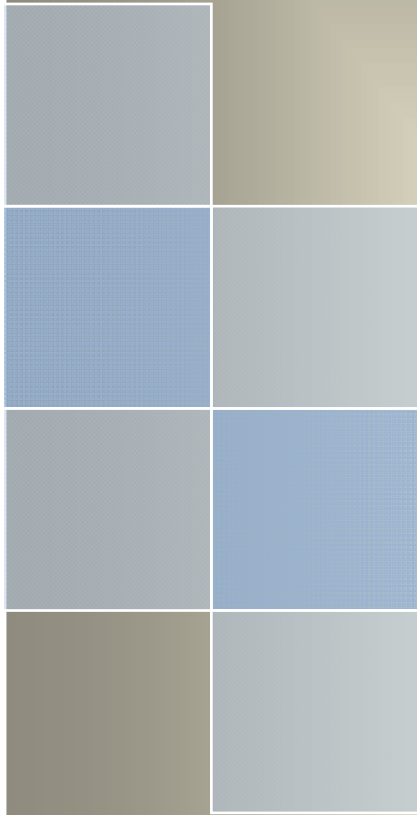


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Unified Communicator Express User Guide

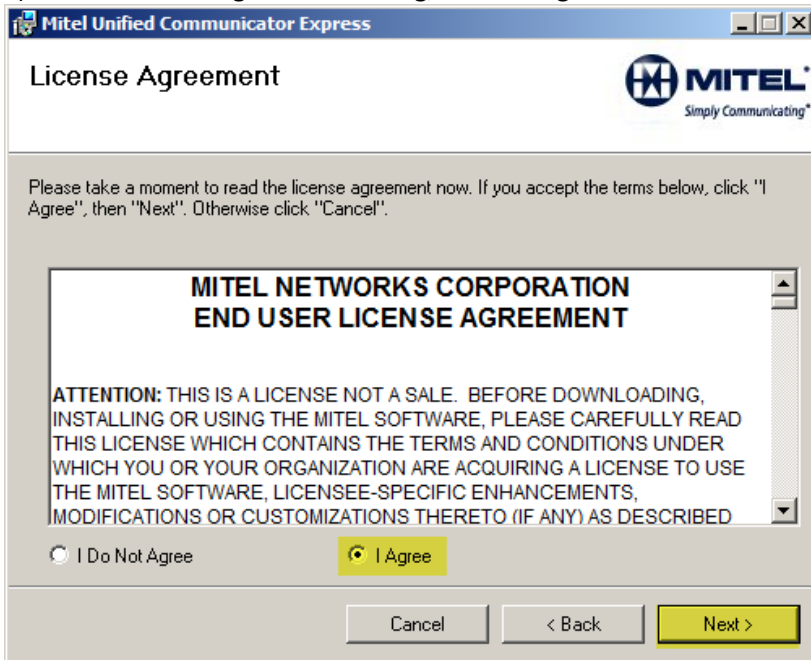
The Unified Communicator Express PC application enhances the use of your VOIP telephone set by providing quick and easy access to your phone from your desktop.

Install UC Express

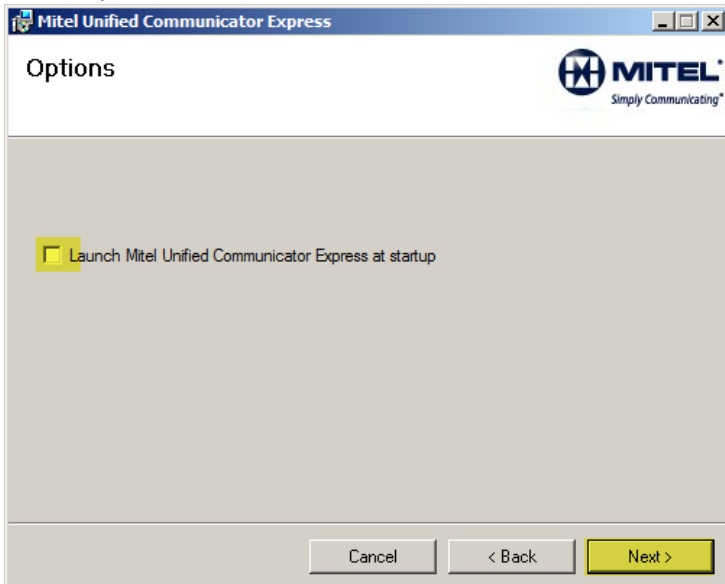
To initiate the install of UC express, double click the install file: **UnifiedCommunicatorExpress.msi**

Follow the onscreen instructions :

a) On the License Agreement dialog, select 'I Agree' and click 'Next'



In the Options window, **remove** the check mark for 'Launch UC Express at startup'.



b) Allow the software to be installed in the default folder shown by choosing 'Next' then 'Next' again

c) Once completed you can choose to 'Run Mitel Unified Communicator Express Now' by choosing 'Close'

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. **Remove** the check mark beside 'User Registration (optional)'

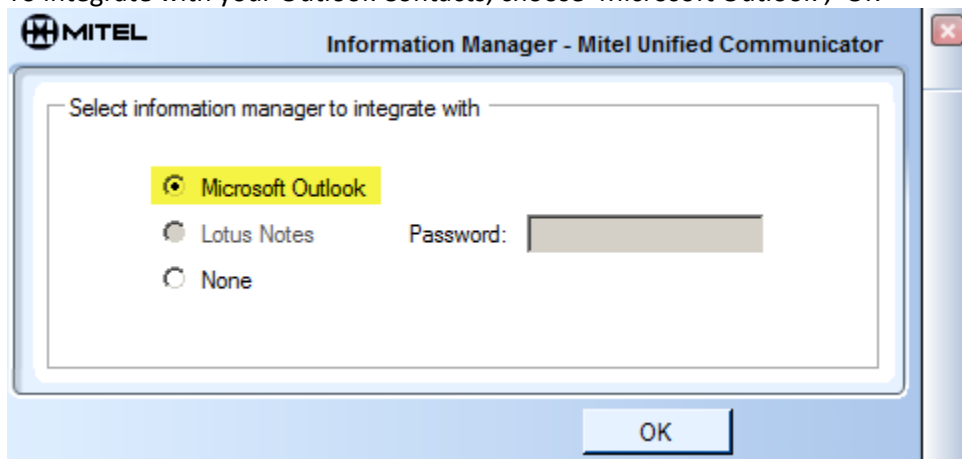
Enter the license key 41bdc034-fc52-43c9-ab63-86886dbb183a and choose 'Register Now'



The screenshot shows a window titled "License & Registration - Mitel Unified Communicator". The main heading is "Thank you for using Mitel Unified Communicator Express". There is a checked checkbox for "User Registration (Optional)". Below this are several form fields: "*First Name:", "*Last Name:", "Company:", "*Email:", and "Phone Number:". A note states "* Required fields." and there is a checked checkbox for "Send information about my computer". A paragraph explains that sending user information will make it easier for the support team to assist. Another paragraph explains that sending computer information will help engineers improve the application. A link to the privacy policy is provided. Below this, it says "If you have a license key for Mitel Unified Communicator Express, enter it here and press 'Register Now'". There is a text input field for the license key, a "Register Now" button, and a "Copy manual registration info to clipboard" button. At the bottom, it says "If you don't have a license key but want to find out how to get one [click here](#)."

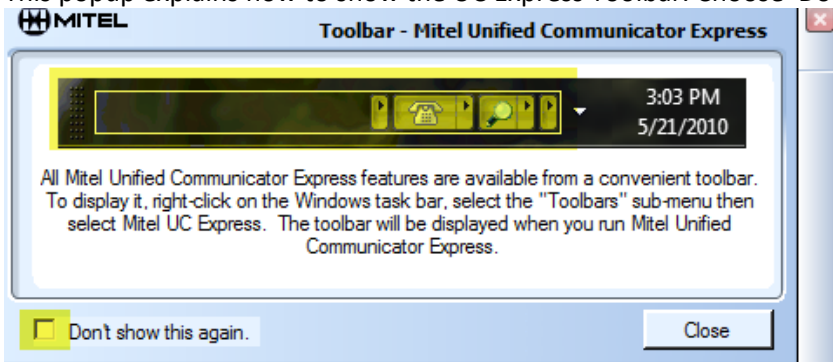
Once the application starts to launch, you will be presented a popup.

To integrate with your Outlook Contacts, choose 'Microsoft Outlook', 'OK'

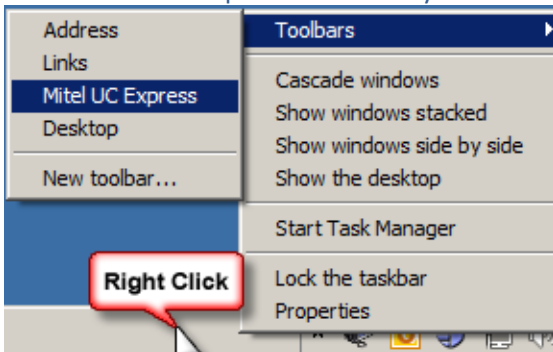


The screenshot shows a window titled "Information Manager - Mitel Unified Communicator". The main heading is "Select information manager to integrate with". There are three radio button options: "Microsoft Outlook" (which is selected and highlighted in yellow), "Lotus Notes", and "None". To the right of the "Lotus Notes" option is a "Password:" label and a text input field. At the bottom of the dialog is an "OK" button.

This popup explains how to show the UC Express Toolbar. Choose 'Don't show this message again'



To show the UC Express Toolbar in your PC's taskbar; right click the taskbar, choose 'Toolbars' -> 'Mitel UC Express'



The UC Express Toolbar will appear in the far right corner of the taskbar on the PC desktop.



Phone Configuration

The next step is to add configuration information for your phone within the UC Express Application.

MITEL Configure Phone - Mitel Unified Communicator Express

Please tell Mitel Unified Communicator Express where your phone is and select which phone to use.

Location name: Work (Ex: Home, Office, School, ...)

Phone model: Mitel 5300 series IP desk phone

Mitel 5300 IP Desk Phone Connection

Phone IP or directory number: [] or X.X.X.X

Phone PC connectivity password: [] Help

Voice mail number: 4000

Direct Line

DN to IP Lookup >> Test

OK

- 1) Give the phone a location
- 2) Choose 'Mitel 5300 series IP desk phone'.
- 3) Enter the 'Phone IP' [See Appendix B 'Finding Phone IP Address']
- 4) Enter 'Password'
- 5) Enter '4000' for the 'Voice mail number'

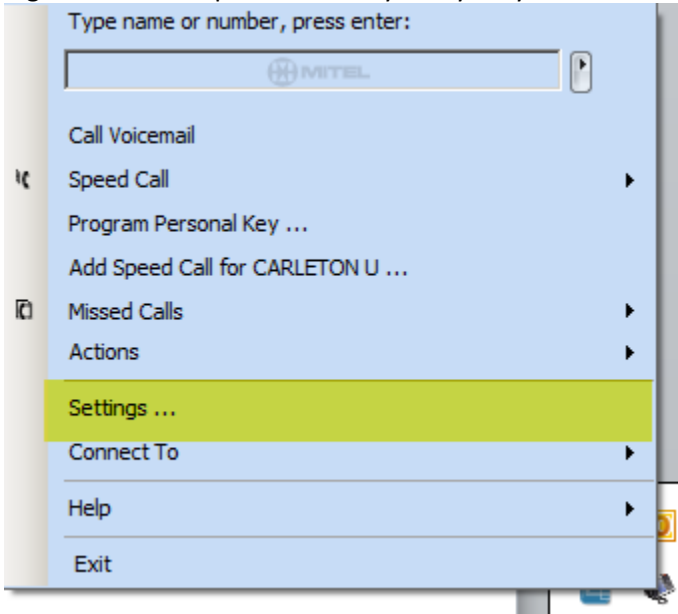
Note: 'DN to IP Lookup' is not configured for our system

The phone will try and connect at this point

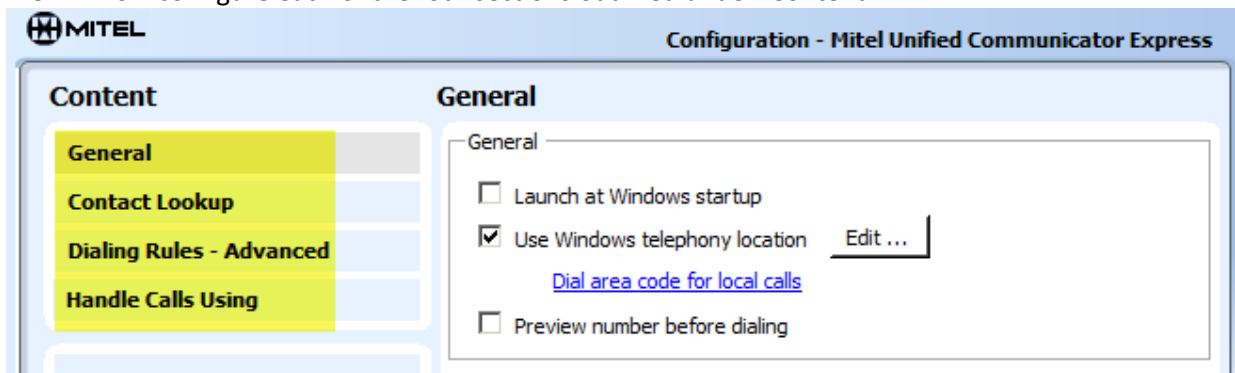
Once UC Express is launched, the 'phone' icon will appear in the system tray on the PC desktop.
[See Appendix C: Windows 7 variables if you are a Windows 7 user]



Right click on the phone icon in your systray and select 'Settings'



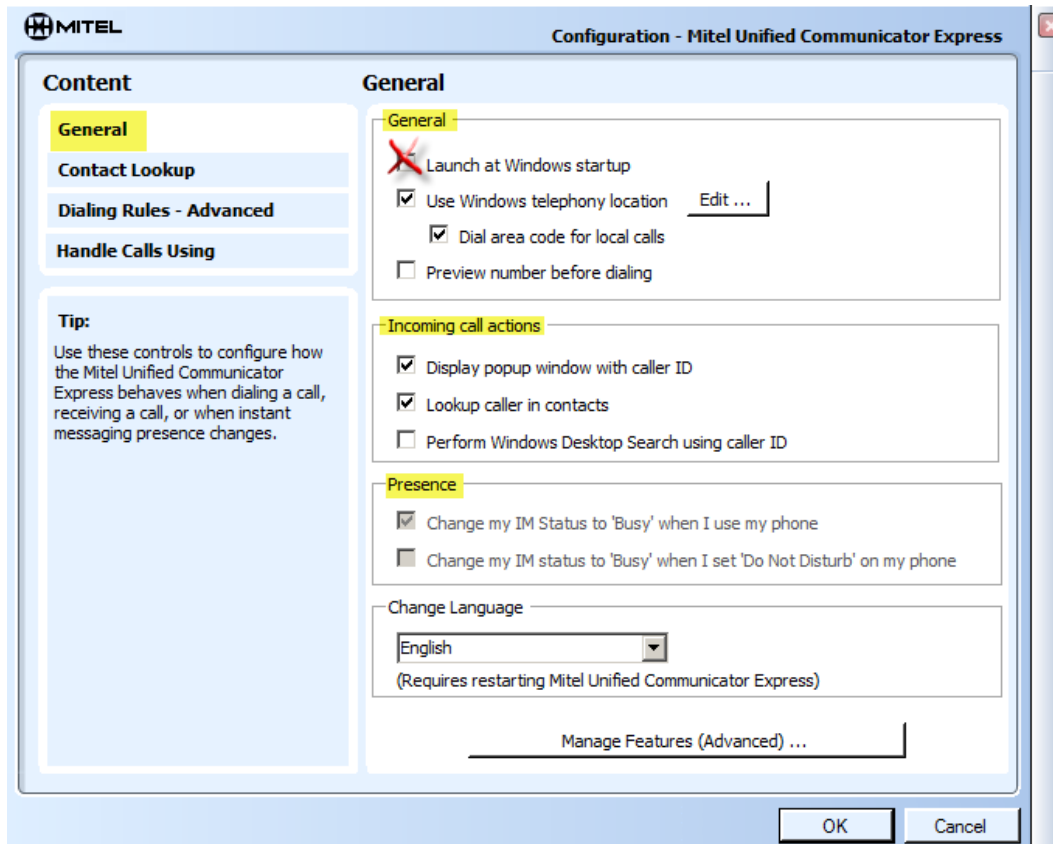
We will now configure each of the four sections outlined under 'Content'



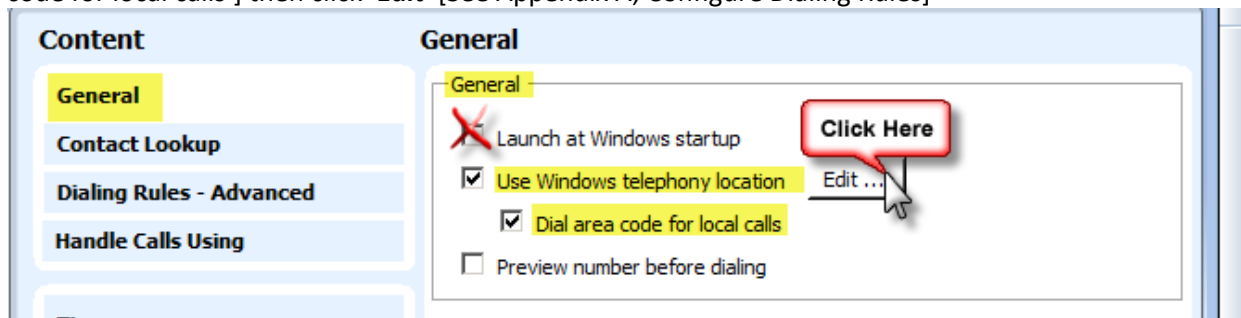
Settings

General Tab

Do **NOT** check 'Launch at Windows startup' if you are using Outlook integration. Outlook must be launched first.



In the 'General' section, put a check mark for 'Use Windows telephony location'; [place a check mark next to 'Dial area code for local calls'] then click 'Edit' [See Appendix A; Configure Dialing Rules]



Dial Area Code for Local Calls – Allows you to define if a phone number's area code will be dialed along with the number. This checkbox turns into a link if the user privileges are less than administrator. In this case the user must modify the Windows Telephony location information by directly using the Phone and Modem options in the Windows Control Panel.

'Incoming Call Actions' determines what you see when you receive a call.

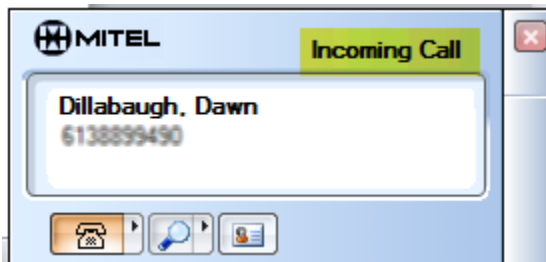
Incoming call actions

- Display popup window with caller ID
- Lookup caller in contacts
- Perform Windows Desktop Search using caller ID

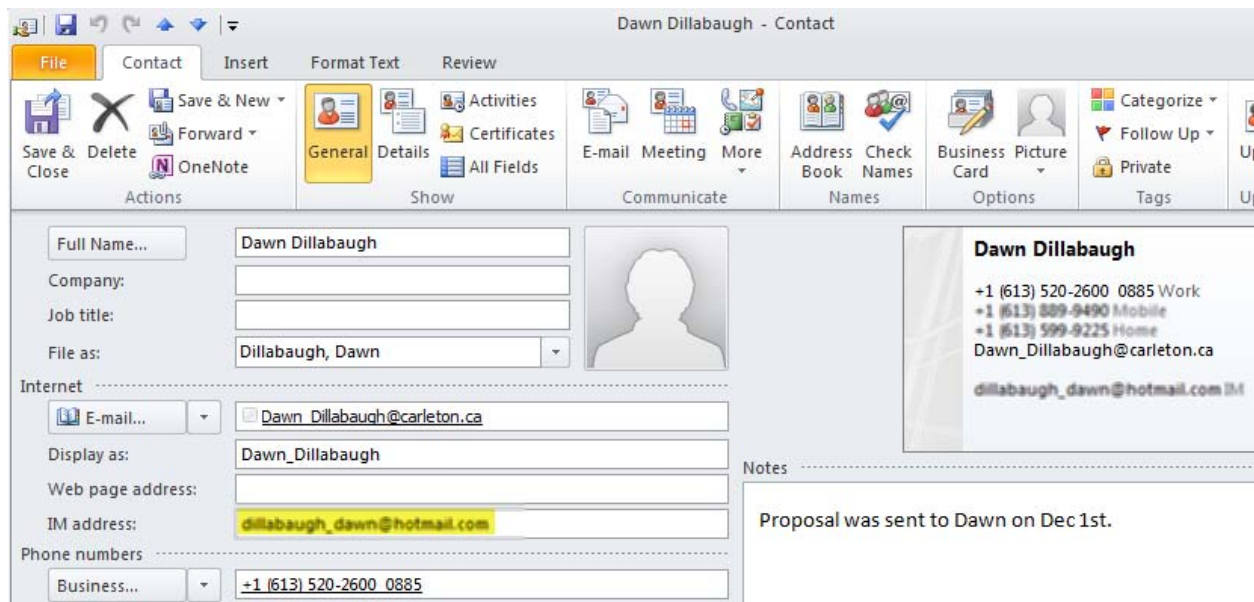
Choosing 'Display popup window with caller ID' will provide a popup window displaying who is calling. Clicking on the phone icon will answer the call.

The other icons allow for search of contact information of the caller.

[Don't need 'Lookup caller in contacts' enabled for these features to work]



Choosing 'Lookup caller in contacts' will open up the Contact Card from your Outlook Contacts when a call is received. If the caller cannot be found, a message will appear stating that 'no outlook contact could be found'. You will be given an option to add one.



'Presence' is for Instant Messenger presence. [the IM client needs to be started to use this feature]

Presence

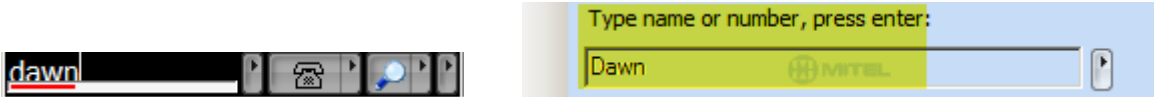
- Change my IM Status to 'Busy' when I use my phone
- Change my IM status to 'Busy' when I set 'Do Not Disturb' on my phone

[Supports Windows Live Messenger version 8.1 or Higher]

Contact Lookup Tab

The screenshot shows the 'Contact Lookup' configuration tab. On the left, a sidebar contains 'General', 'Contact Lookup' (highlighted), 'Dialing Rules - Advanced', and 'Handle Calls Using'. Below this is a 'Tip' section with two paragraphs of text. The main area is titled 'Contact Lookup' and contains a 'Search for contacts in:' section with two checked items: 'Outlook Personal Contacts' and 'Corporate Directory', each with an 'Advanced ...' link. Below this is a 'Lookup' section with a checkbox 'Press Enter to start contact lookup'. The 'Information Manager' section has a dropdown menu set to 'Microsoft Outlook'.

'Search for contacts in:' settings allow you to set the search options which determine where UC Express searches for contacts when you type a name in the **Toolbar Text Box** or the **MainTray Menu Text Box**.



'**Lookup**' – Checking this box will require you to press "Enter", after typing a name in the text field , to start the contact lookup.

A close-up of the 'Lookup' section showing a checkbox labeled 'Press Enter to start contact lookup'.

UC Express should default to your 'Outlook Personal Contacts' & 'Corporate Directory'.

[You may add an alternate Directory by pressing the plus button **+**, then fill out the necessary parameters.]

You have an opportunity to **'normalize'** your phone numbers, within your Personal Contacts, into canonical format. This allows for more accurate searches. Click on the **'Advanced'** button which is next to **'Outlook Personal Contacts'**. A new window will open which will provide instructions on how to **'normalize numbers'**.

Normalize telephone numbers

If you are having difficulties finding phone numbers in your Outlook personal contacts, Mitel Unified Communicator Express can normalize your phone numbers to E164 (also known as Canonical) format. The consistent format will make searches more accurate.

Normalizing is only applied to your personal contacts and only to the business, primary, mobile, and home phone fields. Public folders are excluded.

As a matter of precaution we recommend you start by exporting your contacts to file using Outlook's "Import and Export ..." command which you can find under the file menu.

Normalize Numbers

Information Manager- This section enables the selection of having Outlook as the default **'email'** client integration.

Information Manager

Select the Information Manager to integrate with:

Microsoft Outlook

Dialing Rules Advanced Tab

There are only 2 parameters that are used on the 'Dialing Rules Advanced Tab'.

Content

- General
- Contact Lookup
- Dialing Rules - Advanced**
- Handle Calls Using

Tip:
Use these controls to setup dialing rules. Generally you should use Windows Location dialing rules as they were designed to follow country specific dialing plans.

If you have special needs or the Windows dialing rules do not give the expected results than you can use Mitel Unified Communicator Express's own dialing rules engine. Just click Add to begin.

Dialing Rules

Rules

Add Edit Remove Import ... Export ...

Only the selected rules will be applied.

Name	Description
<input type="checkbox"/> E.U. Local Call without Area ...	Dials trunk digit 0 followed by the sub...
<input type="checkbox"/> E.U. Local with Area Code	Dials trunk digit 0 followed by area co...
<input type="checkbox"/> E.U. long distance	The numbering plan in Windows is ou...

Local Extensions

Do not apply dialing rules when phone number length is less than digits.

Test Dialing Rules

Sample phone number: Dialed number:

Number Parsing for My Location

```
^\+?(?<cc>1) (?:(?<ac>\d{3})[\V\.-]?)? (?<sn>\d{3}[\V\.-]?)\d{}
```

Local Extensions:

For internal calls you don't want the extension to be modified in any way [such as adding a 9], therefore enter a 7 within the field so that anything less than 7 digits will not be modified. [Enter '10' if you use special characters for speedcalls to allow pauses such as voicemail eg. 4000p1234 (which dials 4000 then pauses, then enters the password)]

Local Extensions

Do not apply dialing rules when phone number length is less than digits.

Test Dialing Rules:

Enter a number in the left field and you will see how it will be modified before it is dialed.

Test Dialing Rules

Sample phone number: Dialed number:

Handle Calls Using Tab

Content

- General
- Contact Lookup
- Dialing Rules - Advanced
- Handle Calls Using**

Phones

Add/Edit work locations and phones

Location: Work

Phone: Mitel 5300 series IP desk phone

Desk Phone Connection [Configuration help](#)

Phone IP or directory number: 172.20.32.10 (xxx.xxx.xxx.xxx or XXXX)

Phone PC connectivity password: ##### [Help](#)

Voice mail number: 4000

Direct Line

[DN to IP Lookup >>](#) [Test](#)

Tip:

Use this section to add and edit the phones and softphones you use at your various work locations.

After connecting to a phone, Mitel Unified Communicator Express will recognize your location and automatically connect to your phone.

You should already see the parameters for your desk phone since you had to configure these settings during the installation process.

This tab allows for the configuration of phones at different locations that UC Express can connect to.

An example of a phone at a different location is a Teleworker set that you may have at home.

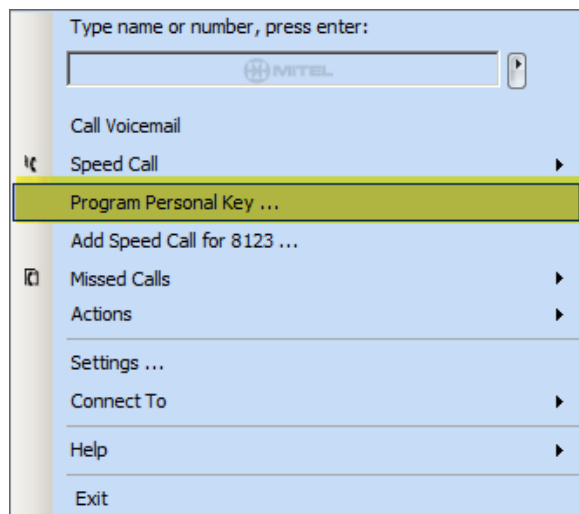
[DN to IP Lookup >>](#)

DNS to IP Lookup functionality is not available . You must enter an IP address of the phone.

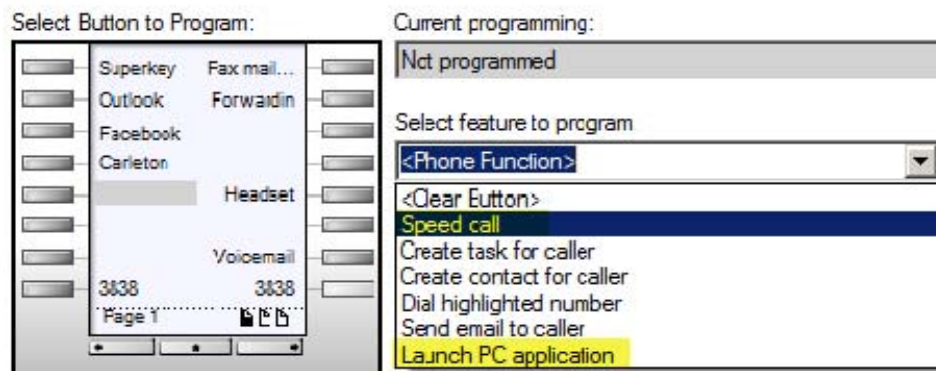
[See Appendix B: Finding the Phone IP Address]

Programming Keys

Right click on the phone icon in your system tray and select 'Program Personal Key'.



A window will pop-up which provides a basic view of the keys of your phone. There may be more than one page of keys depending on your phone type. The two main types of functions used are for programming a 'Speed Call' & 'Launch PC Application'.



Program a Speedcall Key

Choose a key that is 'not programmed' by clicking on a button in the diagram of the keys on your phone.

MITEL Program Personal Keys - Mitel Unified Communicator Express

Select Button to Program:

Superkey	Fax mail...
Outlook	Forwardin
Facebook	
Carleton	
Headset	
	Voice mail
3838	3838

Current programming: Not programmed

Select feature to program: <Phone Function>

Button Label:

Clear this Button Save & Close Cancel

Select 'Speed call' from the drop down of 'Select features to program'

Select Button to Program:

Superkey	Fax mail...
Outlook	Forwardin
Facebook	
Carleton	
Headset	
	Voice mail
3838	3838

Current programming: Not programmed

Select feature to program: <Phone Function>

- <Clear Button>
- Speed call
- Create task for caller
- Create contact for caller
- Dial highlighted number
- Send email to caller
- Launch PC application

Button Label:

Number:

Enter a 'button label' [to show beside the key on your phone] & 'Number'. Click 'Save & Close'.

Select Button to Program:

Superkey	Fax mail...
Outlook	Forwardin
Facebook	
Carleton	
Home	Headset
	Voice mail
3838	3838

Current programming: Not programmed

Select feature to program: Speed call

Button Label: Home

Number: 613-555-1212

Note: There is no need to add a '9' to the beginning of the number.

Program a 'Launch PC Application' key

You can program a key on a phone to launch a 'Web page' on the user's PC.

Choose a key to program; choose 'Launch PC application' from the 'feature to program' drop down. Give the button a label. Enter a URL in the 'Program' window. Choose 'save & close'.

Select Button to Program: Superkey Fax mail... Outlook Forwardin... Facebook CarletonU Headset Voicemail 3838 3838 Page 1

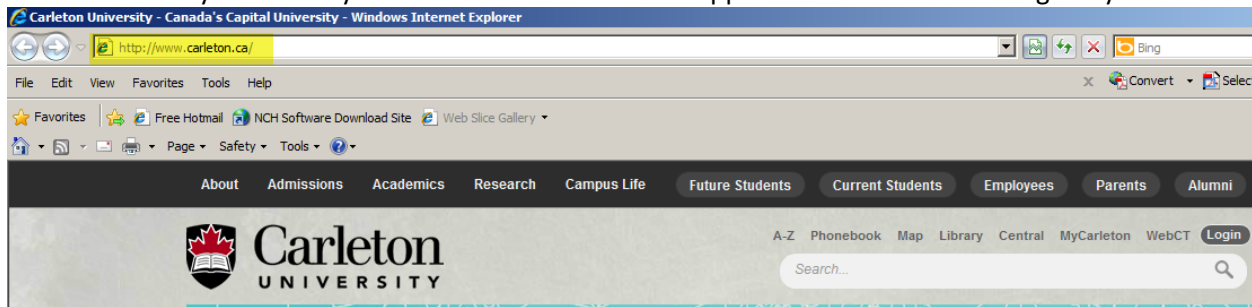
Current programming: Not programmed

Select feature to program: Launch PC application

Button Label: CarletonU

Program: http://www.carleton.ca/ Browse ...

Once a key is configured, pressing the button 'CarletonU' on the phone; will open the Carleton web page on the PC. This functionality allows easy access to websites and web applications that are used regularly.



You can also program a key to open any 'PC application'. Clicking on 'browse' will open a window on your PC to allow you to browse to the application executable.

Select Button to Program: Superkey Fax mail... Outlook Forwardin... Facebook CarletonU Headset Voicemail 3838 3838 Page 1

Current programming: Not programmed

Select feature to program: Launch PC application

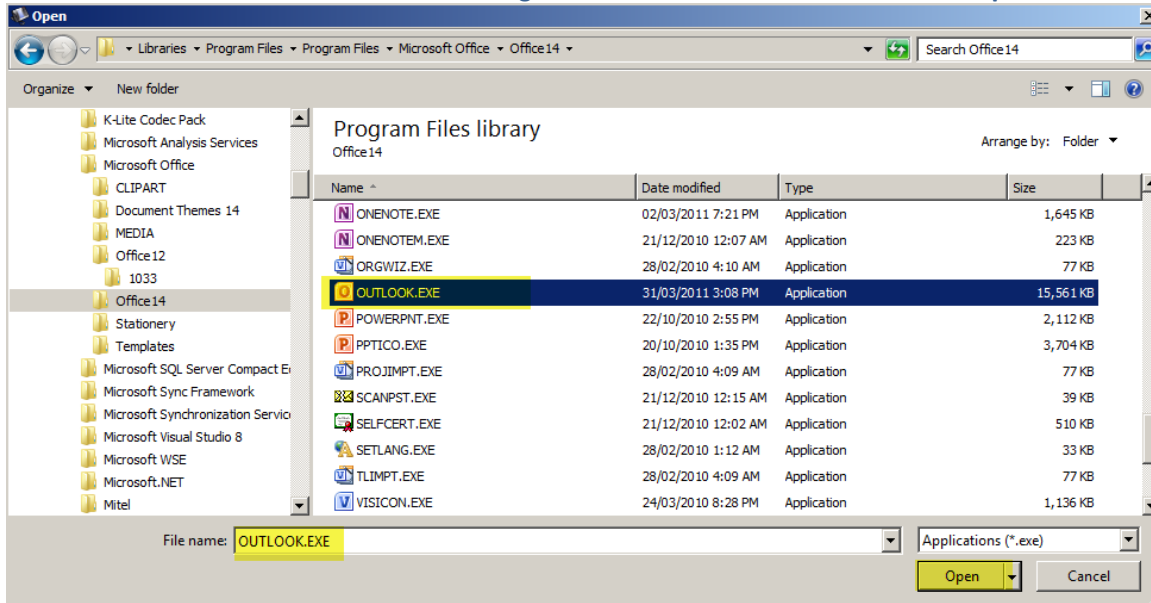
Button Label: Outlook

Program: "C:\Program Files\Microsoft Office\Office14\OUTLOOK" Browse ...

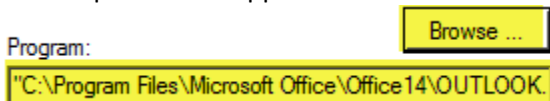
For the **Program Application** you must specify the full path to the document or application to run:

- A path to an executable;
- A path to an executable + arguments;
- A path to a document;
- Browse to a program

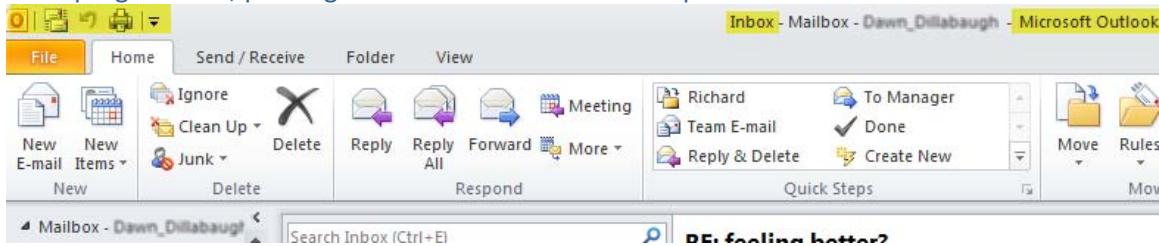
Browse to the executable. Click on it to bring it into the 'file name' window. Click 'open'



The file path to the application executable will be brought into the UC Express 'program' window. Click 'Save&close'.



Once programmed, pushing the 'Outlook' button on the phone will launch Microsoft Outlook on the PC.



You can 'browse' to any 'shortcut icon' on a PC and program an application key to launch it.

**NOTE: UC Express needs to be launched for the 'PC Application' keys to work.
Speed calls work even if UC Express is not launched.**

To **remove** a programmed key; click on the button of the key you want to delete, then press '**Clear this Button**'. You must click on '**Save & Close**' for the changes to take effect.

Select Button to Program:

<input type="checkbox"/>	Superkey	Fax mail...	<input type="checkbox"/>
<input type="checkbox"/>	Outlook	Forwarding	<input type="checkbox"/>
<input type="checkbox"/>	Facebook		<input type="checkbox"/>
<input type="checkbox"/>	CarletonU		<input type="checkbox"/>
<input type="checkbox"/>		Headset	<input type="checkbox"/>
<input type="checkbox"/>		Voicemail	<input type="checkbox"/>
<input type="checkbox"/>	3838	3838	<input type="checkbox"/>
<input type="checkbox"/>	Page 1		<input type="checkbox"/>

Current programming:

PhoneApplication

Select feature to program:

<Phone Function>

Button Label:

Forwarding


Clear this Button Save & Close Cancel

UC Express Toolbar

The UC Express Toolbar application runs as a toolbar in your Windows Task Bar. The toolbar allows enhanced integration between the phone, PC & Outlook applications.

Elements of the Express Toolbar



Element	Function
<p>1 Number/Text Entry Field</p>	<p>When an incoming call occurs, the Caller ID is displayed in this field in two rows of text, with the name portion highlighted in bold. The Caller ID is displayed until another call is received, an outgoing call occurs, or you edit the contents of the text box.</p>
<p>2 Search Options</p>	<p>Click on this button to open a menu with directory search options. UC Express will remember your last searched contact and display it at the top of the list.</p> <p>Note: If Corporate Directory is not configured, the option is greyed out. If Microsoft Outlook is not running, the option is greyed out.</p>
<p>3 Dial Button </p>	<p>The button is divided into two areas:</p> <ul style="list-style-type: none"> • The larger portion will cause the default action to occur (which will change based on the telephony state). This is the same action as the bottom item on the popup menu. • The smaller portion will cause a pop-up call menu to appear showing all available options. <p>Right-click on either portion of the button to cause the pop-up call menu to appear. This menu is identical to the tray icon call menu and will include the various call menu options available for each phone.</p> <p>Note: This menu is call connect sensitive according to the phone state. The menu will appear differently if the phone is idle, on a call, on hold etc.</p>

4

Desktop Search and Features Button



The button is divided into two areas:

- The larger portion will cause the default action to occur. This will search Corporate Directory and Outlook Contacts.
- The smaller portion will cause a pop-up menu to appear showing all options available.

See 'Integration with Outlook' for option descriptions.

Note: The options “Create Task”, “Create Outlook Contact”, “Send Email To”, “Search Outlook Contacts” “Create Appointment with”, and “Create a journal entry for call with” apply only to users in your personal Outlook contacts and not in the corporate directory.

5

Toolbar Menu

Click this button to bring up the Toolbar Menu.

- **Settings...** - Brings up the Settings Dialog Window. Here you can configure a number of toolbar settings.
- **Connect to** – Brings up a list of available phone profiles to use to reconnect to a phone set
- **Help...** - Brings up a help menu.
- **Exit** – Closes UC Express, including the toolbar and the Tray Icon).

Outbound Dialing Using the Toolbar

There are a number of ways to make an outgoing call via the UC Express Toolbar.

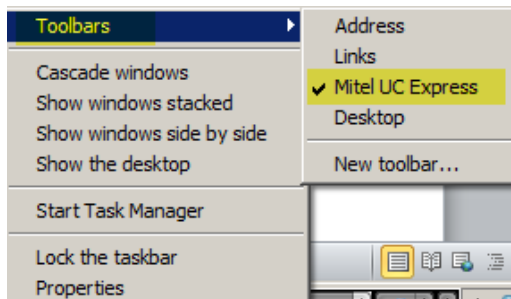
- Search through your Contacts
- Manually dial a number using your PC keyboard
- Dial via Speed Dials or the Missed Calls menu
- Redial the last dialed number

Dialing from Outlook Contacts

A Toolbar for your PC desktop is provided to allow for dialing a person from your desktop. The toolbar will dial the phone for you with the click of a number.

The Toolbar allows for dialing from Corporate or Personal Contacts and for Manual Entry of a number.

To access the toolbar on your PC, right click on the task bar-> Toolbars->Mitel UC Express and choose the 'Mitel UC Express' option

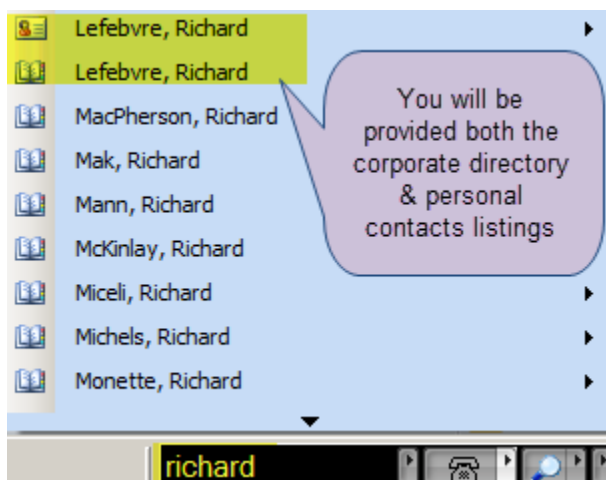


The UC Express tool will appear.



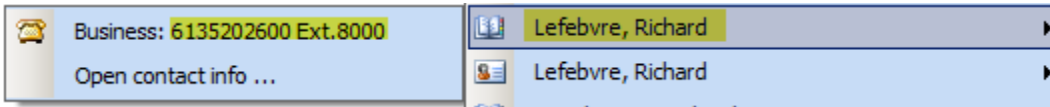
Enter a name or portion of a name into the text field. The name is matched against the First & Last Names in the Outlook Contact & Corporate Directory records. You will see a red bar below the name showing that a search is taking place. **richard**

The search results menu will pop-up.

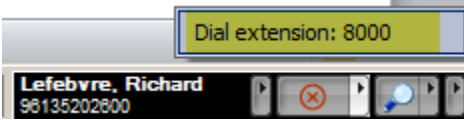


Selecting a name from the Search Results will result in a menu showing all the associated numbers.

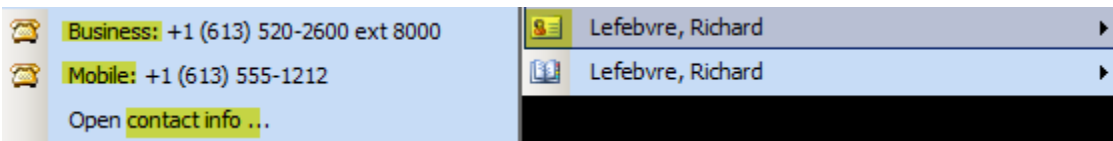
Selecting a telephone number, by a click of the mouse, will automatically dial the number through your telephone.



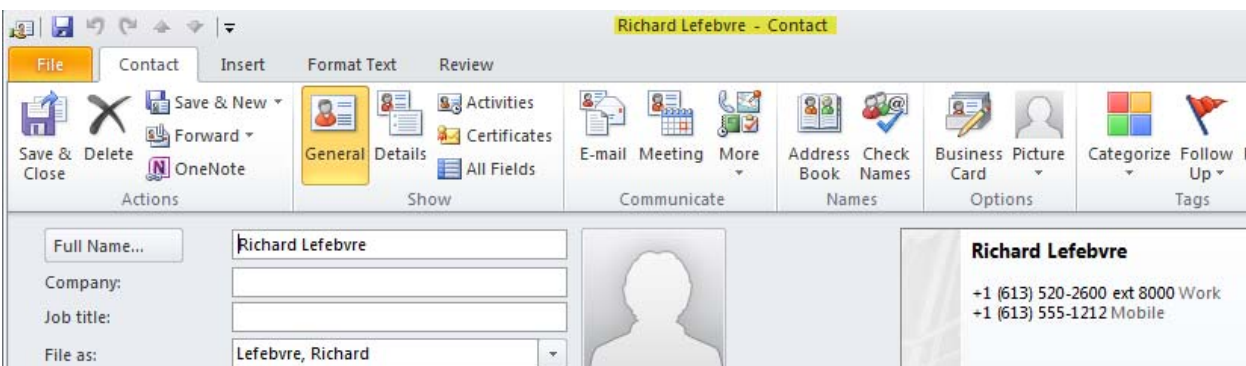
If an Extension Number was listed, it will call the main number then give an option to dial the extension. Clicking the box 'Dial extension: XXXX' will automatically dial the extension number.



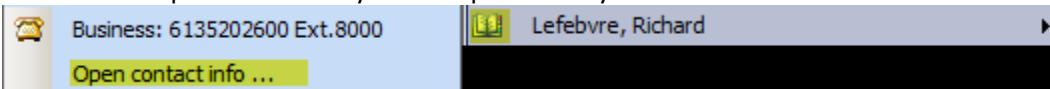
The example above displayed the 'Corporate Directory' information [📁]. This example shows the information for this person in 'Outlook Personal Contacts' [👤]. A Business & cell phone number is listed for this contact. You can dial either number by clicking on it.



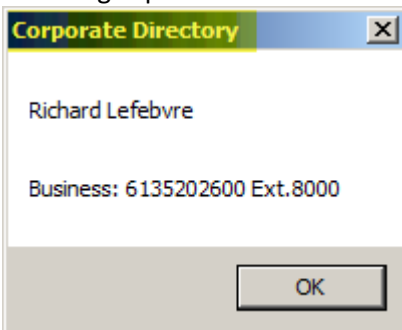
There is also a choice to 'Open Contact Info' which will pop open the Contact Card from your Personal Contacts.




Carleton's Corporate Directory doesn't provide any additional contact information.



Choosing 'Open contact info' for a Corporate Directory listing will display the following pop up:



Dialing by Number

Enter a number into the search criteria field , click the Phone Icon  to call the number listed.





Once a call has been established the **Name & Number** of the person dialed will show. [both name & number will be provided if it is found within the search. If not, only the number dialed will show].

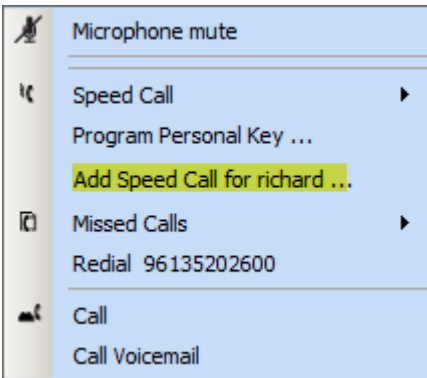


An  replaces the phone icon representing the fact that an active call is in progress.

Using the Call Features

Clicking on the arrow beside the phone icon,  richard 

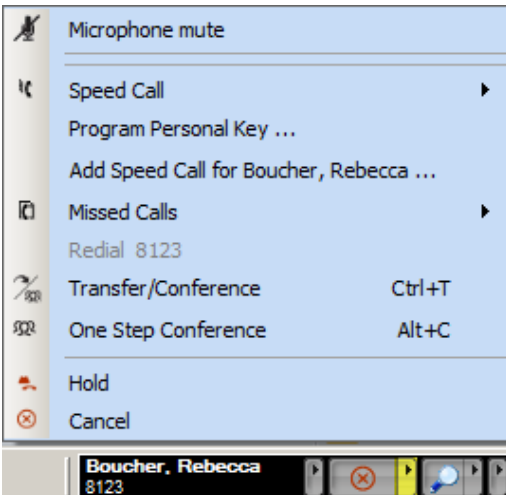
Will provided additional Phone Actions.



The **Phone Actions Menu** provides the option to dial a **Speed Call** entry that is programmed on the phone. You can also see **Missed Calls**, **Call Voicemail**, **Redial last number**, **Add a Speed Call** for the contact listed

While on a Call

While in a call click on the arrow beside the  to display additional Phone Actions.



From this window you may put the call **on Hold**, **Mute**, **Cancel the call**, **Transfer & Conference**.

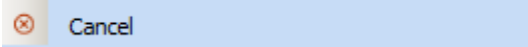
If a call is put on **Hold**, the Name/Number and Phone icon turns **Red** as a visual display that the call is on Hold.



If the call is **Muted** a border is shown around the microphone icon. The microphone symbol on your phone will also be lit.



Hang-up the call by choosing the '**Cancel**' symbol.



Transferring and Conferencing :

	Transfer/Conference	Ctrl+T
	One Step Conference	Alt+C

Transfer capabilities are only available if a 'Release' key is programmed on the phone. If the release key is programmed an additional option for 'One Step Transfer' is provided

	Transfer/Conference	Ctrl+T
	One Step Transfer	Alt+T
	One Step Conference	Alt+C

Pressing any of these menu items, places the initial call on hold, then the text in the edit box will be changed to '**Place Second Call**' and the edit box will have focus so the user can just start typing the name or number of the person to call. Hit 'Enter' on the PC keyboard to establish the second call.



If either of the **One Step** operations was selected, the operation will complete upon the second call being answered. If the call is not answered, the user cancels out of the second call by choosing '**cancel**' and the phone picks up the initial call.



If **Transfer/Conference** is selected, and the second caller picked up, a menu with up to 3 options is presented to the user:

- **Conference** [Ctrl+C]
- **Trade Calls** [Ctrl+S] (Note: This feature is only available if 'Swap' function is programmed on a Phone Key)
- **Complete Transfer** [Ctrl+R] (Only available if 'Release' function is programmed on a Phone Key)

	Conference	Ctrl+C
	Trade Calls	Ctrl+S
	Complete Transfer	Ctrl+R






Selecting **Conference** establishes the conference. Selecting **Trade Calls** swaps between the two calls currently in progress. Selecting **Complete Transfer** completes a transfer operation releasing you from the call.

Using the System Tray Icon



When UC Express is running, an icon will appear in the system tray of the Windows Task Bar.

The appearance of this Tray Icon will change depending on the current connection state of UC Express to the phone set:

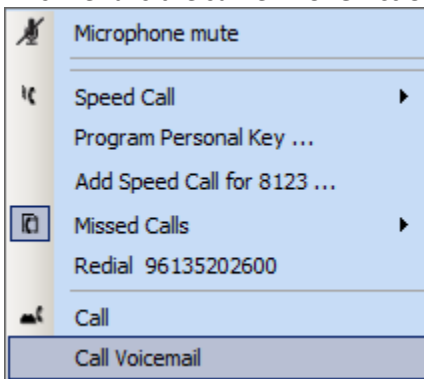
-  UC Express is connected to a Mitel phone set.
-  UC Express is connecting to a Mitel phone set.
-  UC Express was unable to connect to a Mitel phone set.
-  You have Missed Calls
-  You have new Voice Mail waiting.

Call Menu

Left click on the phone icon in the system tray to bring up the call menu.



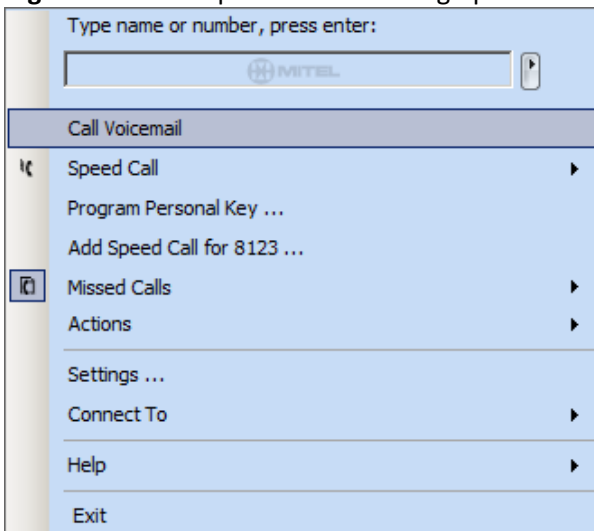
This menu is the same **Phone Actions** menu presented when using the UC Express Toolbar.



Note: This menu is call connect sensitive according to the phone state. The menu will appear differently if the phone is idle, on a call, on hold etc.

Main Tray Menu

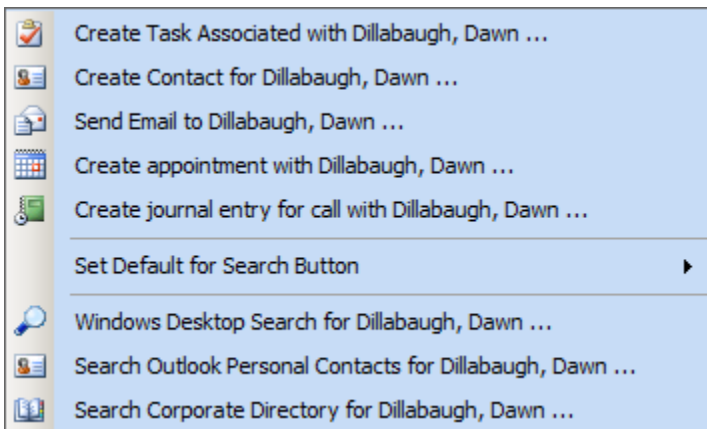
Right click on the phone icon to bring up the Main Tray Menu. There are options for **call actions & settings options**.



- **Number/Text Entry Field** – Type in a number (or name) to dial. When an incoming call occurs, the Caller Identification (CLID) is displayed in this field in two rows of text, with the name portion highlighted in bold.
- **Speed Call** – Lists programmed Speed Call buttons (Programmed either via this menu or the phone set). Allows you to program Speed Dial buttons. Also allows you to add a speed call button for the current caller.
- **Program/Edit Personal Key** – Allows you to program the buttons on the phone set
- **Add Speed Call** – Allows you to program a speed call for the current caller
- **Missed Calls** – Lists missed calls. (up to 20)
- **Actions** – Allows you to execute an Outlook operation based on the current caller [see **Integration with Outlook**]
- **Settings...** - Brings up the Settings Dialog Window. Here you can configure a number of UC Express Toolbar settings.
- **Connect to** – Brings up a list of available phone profiles to use to reconnect to a phone set
- **Help...** - Brings up a list of help links.
 - **About...** - Brings up the About Dialog Window.
 - **Help...**- Brings up a help website
 - **Enter a license key...**- Brings up the Enter license key dialog box.
 - **Check for updates...**- **This functionality is not required.**
 - **I Think I've found a bug...**- **This functionality is not required.** All support questions will go through Voice Services.
- **Exit** – Closes UC Express including the toolbar and the Tray Icon).

Integration with Outlook


Within the Main Tray Menu you are presented a list for the 'Actions' that are possible for the current caller or for the caller identified in the search results Text Field.



- **Create Task Associated with [Caller]...** - Creates a Microsoft Outlook task for the current caller
- **Create Contact for [Caller]...** - Creates a Microsoft Outlook Contact for the current caller.
- **Send Email to [Caller]...** - Creates a Microsoft Outlook Email to the current caller [with the subject line: 'RE: Call of January-04-12 9:42 AM ']. (If the current caller has an email address already in Outlook Contacts, the email is populated accordingly)
- **Create Journal entry for [Caller]...**- Creates a Microsoft Outlook journal entry for the current caller. [With subject line: 'RE: Call with Dillabaugh, Dawn, 96135202600, January-04-12 9:42 AM'.]
- **Set Default for Search Button** – Choose the default search as Corporate Directory or Personal contacts.
- **Windows Desktop Search for [Caller]...** - Executes a Microsoft Desktop Search for the current caller.
- **Search Corporate Directory for [Caller]...** - Executes a Corporate Directory Search for the current caller.
- **Search Outlook Personal Contacts for [Caller]...** - Searches for a Microsoft Outlook Contact for the current caller.

Incoming Calls

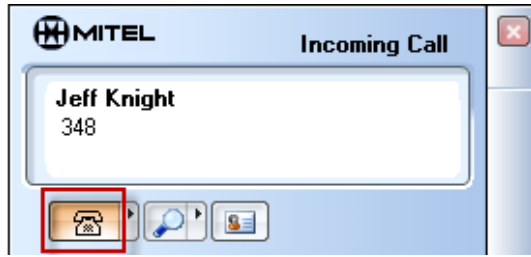
Incoming calls can be answered by UC Express. Answering a call will automatically pick up the call without a need to push a line select button on the phone.

When a call is received, the Phone icon on the Tool Bar turns orange. 

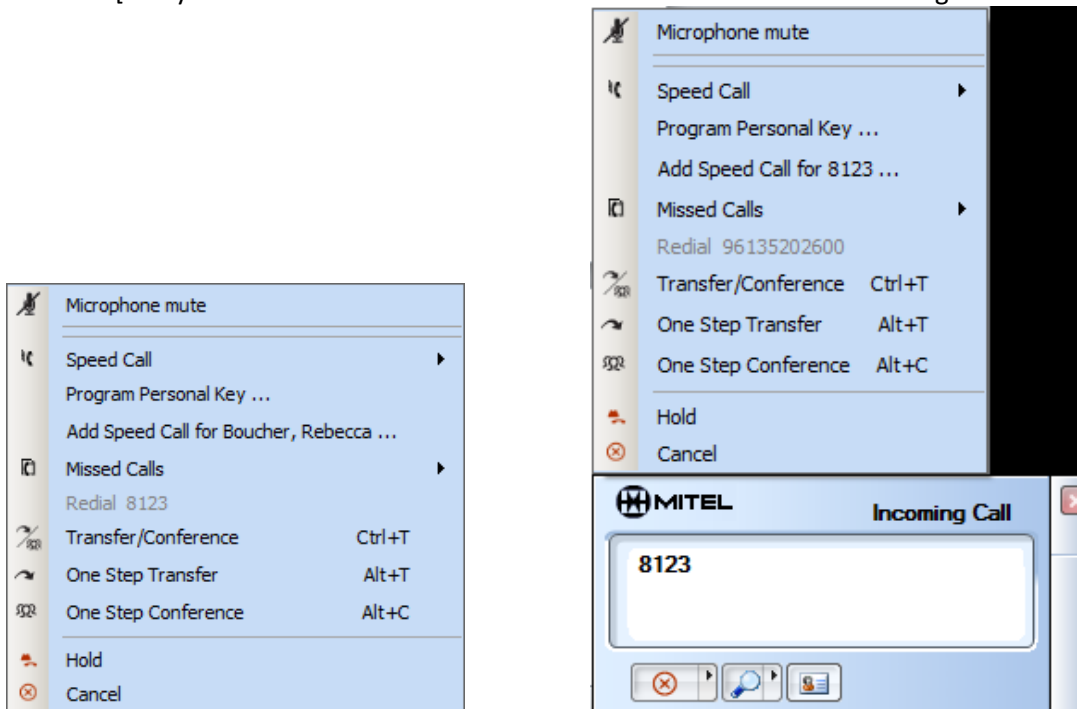
The Caller ID will be displayed in the **Text Field** of the toolbar. Answer the call by clicking on the phone icon. Once answered, the **Name & Number** of the caller will show.



If the **'Display Pop-up Window With Caller ID'** was checked off in the Settings, a popup window will appear for an incoming call. The call is answered by choosing the highlighted phone icon.




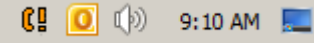
Once an incoming call has occurred, there are a number of functions available, either through the **toolbar** or **pop-up** window. [They are the same ones available when a call was established through outbound calling].



The **Pop-up Window** provides an additional option for **Searching Outlook Contacts**. If a caller is found in the Outlook Personal Contacts, pressing the **Contact Card** icon will open the Contact Card of the caller within Outlook. This is useful if you want a reminder of which company the caller is from or to view any notes you may have.






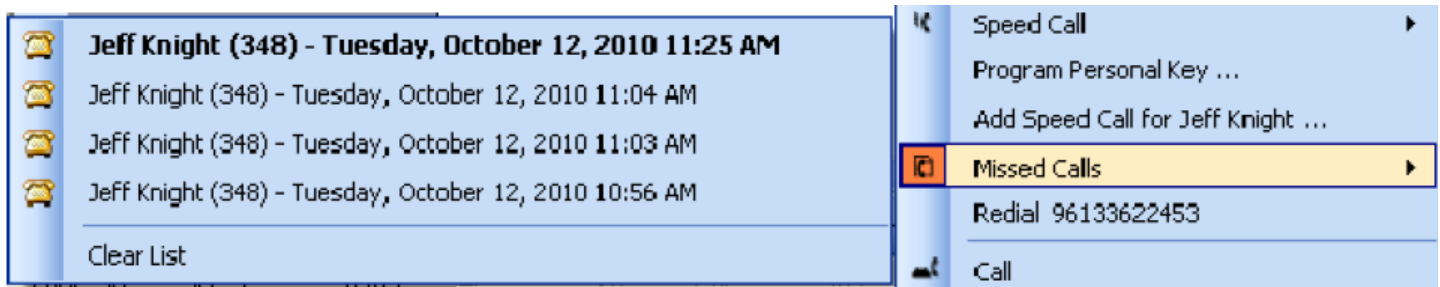
Missed Calls

UC Express provides notification if a call has been missed. The **Missed Calls** icon  will appear in the system tray of the Windows Task Bar. 

Missed calls Menu

To Display the Missed Calls Menu, do one of the following:

- Right-click the large portion of the Dial Button.  Select **Missed Calls** from the pop-up menu
- Right or left-click the small portion of the Dial Button.  Select **Missed Calls** from the pop-up menu.
- Left-click the Tray Icon.  Select **Missed Calls** from the pop-up menu.





By default the Missed Calls Menu displays a list containing up to 20 of the last missed calls. The most recent calls will be listed in bold. Clicking a missed call dials the number of the caller. The bottom of the list has **Clear List**, which will remove all missed calls.

Note: If you are on the phone and receive a second call that goes to voice mail, it will NOT be added to the missed call list. If the phone is idle, an incoming call occurs and then goes to voice mail, the call is added to the missed call list. If call forward is enabled, no calls will be added to the missed call list.

Voice Mail

Retrieving Voice Mail

When the phone gets notification that a voice mail message has been left, an icon  will appear in the system tray of the Windows Task Bar. 

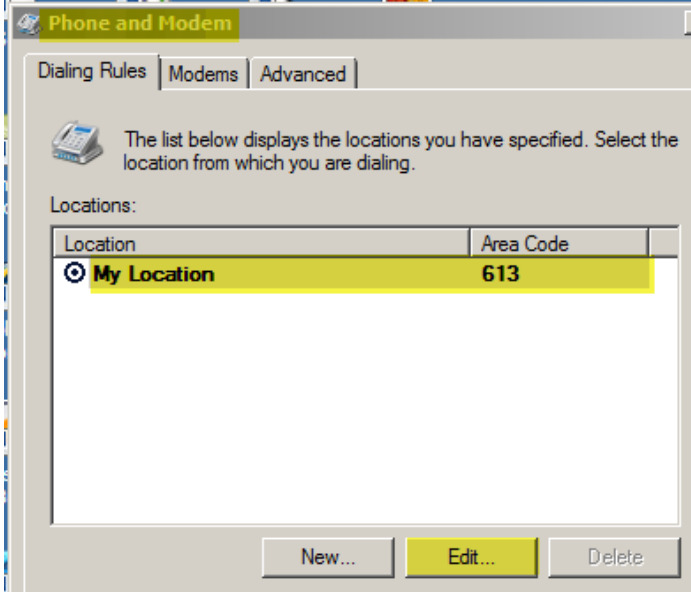
Right clicking on the icon will bring up the '**Get Messages**' option, when clicked will dial into the voice mail and allow you

to retrieve the messages. 

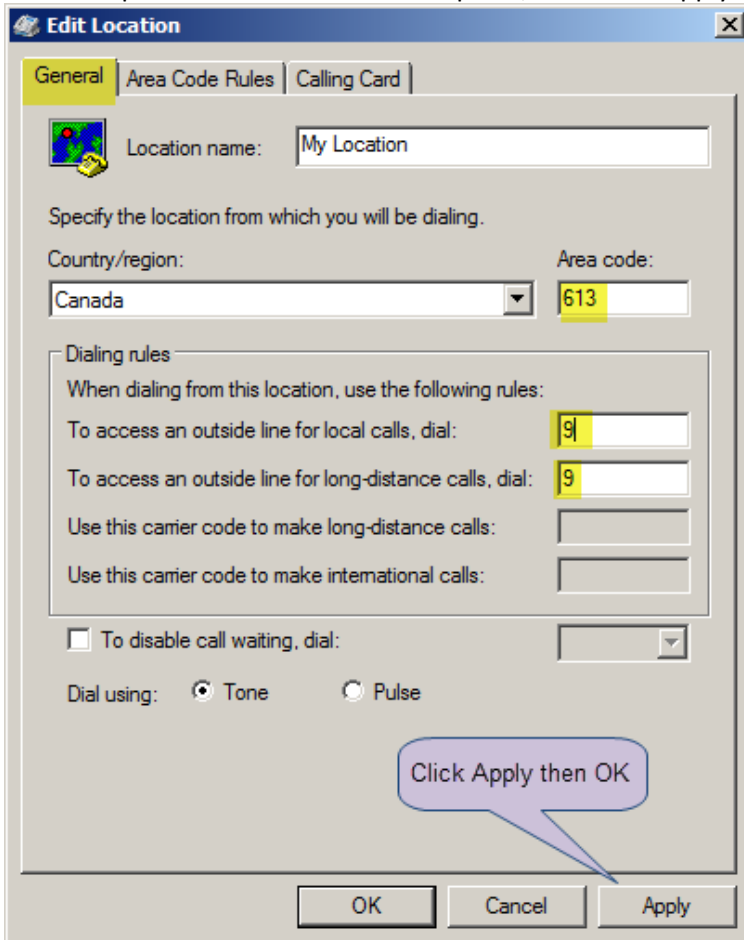
Appendix A: Configure Dialing Rules

You will need to configure your dialing rules on your PC.

In Control Panel->'Phone & Modem', choose our local area code by highlighting 'My Location', then choose 'Edit'
[If you **don't** have a dialing rule, click 'New' instead of edit.]



Enter the parameters shown in this capture, then click 'Apply' & 'OK'



You can check and see if UC Express application is properly using the dialing rules you just configured.

Go to 'Dialing Rules Advanced' tab and enter a sample number. You will be shown the number that is actually dialed.

MITEL Configuration - Mitel Unified Communicator Express

Content

- General
- Contact Lookup
- Dialing Rules - Advanced**
- Handle Calls Using

Dialing Rules

Rules

Add Edit Remove Import ... Export ... ↑ ↓

Only the selected rules will be applied.

Name	Description
<input type="checkbox"/> E.U. Local Call without Area ...	Dials trunk digit 0 followed by the sub...
<input type="checkbox"/> E.U. Local with Area Code	Dials trunk digit 0 followed by area co...
<input type="checkbox"/> E.U. long distance	The numbering plan in Windows is ou...

Local Extensions

Do not apply dialing rules to numbers with less than 7 digits.

Test Dialing Rules

Sample phone number:

Dialed number:

Enter A phone number on the left and it will show the actual number it will dial, on the right

Appendix B: Finding Phone IP Address

How to find the IP Address of the 5330/5340 sets

Use this procedure to connect your phone to the PC. This procedure is normally required only once. When your PC and phone have successfully associated the first time, your settings are saved and reused for each subsequent connection.

1. Press the application key on your phone



2. Press **Settings**, and then select **PC Connectivity**.

The phone's IP Address appears on the display:

IP Address for PC: AAA.BBB.CCC.DDD

3. Record the IP address, if desired, or repeat Step 1 when you need to view the IP address.
4. Still in the PC Connectivity window, select **Enable**.
5. Select **Edit password** and enter the password that will be used to set up the association with the PC application. Select 'Save'.
You can also choose to use the default password. Record this password as you will need it to configure the PC application.

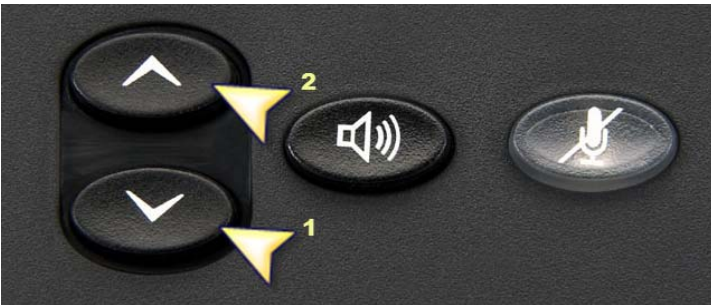
How to find the IP Address for the 5312 set

Finding the IP Address of the 5312 set requires going into the configuration mode of the set to view the IP Address and to set the password.

On the set:

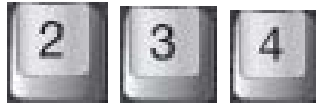
Press the **down** arrow & while still holding the **down** arrow, Press the **up** arrow.

Then release **ONLY** the **down** arrow.





RELEASE

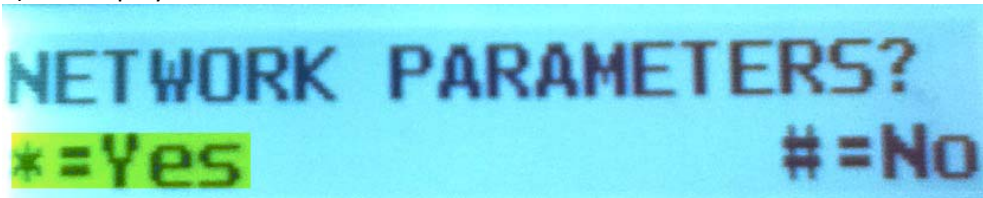


While still pressing the **up** arrow; push **2 3 4** on the number pad of the phone.
Release the **up** arrow.

The next set of instruction will be followed on the 'display' of the phone.

To find IP Address:

1) The display will show 'Network Parameters?'. Press the * button to choose 'Yes'.



2) 'View Current Release?'. Press * for yes.



3) Use the down arrow to scroll through the paramters.

4) Scrolling down twice will display the phones IP Address [xxx.xxx.xxx.xxx]. Write down the address.

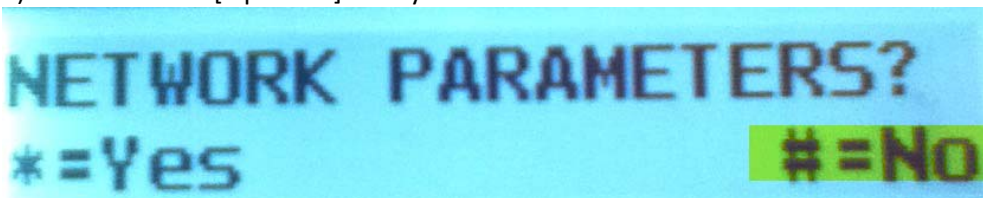
5) Use the down arrow [takes 15 presses] to scroll through the values until you are back to 'View Current Release.'

6) Press the # key for 'NO' [takes 5 presses] until you see 'Exit Menu'. Press * for yes.

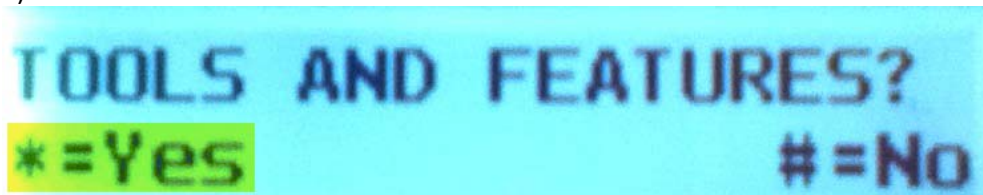
7) You will now be brought back to 'Network Parameters?'.

To set the Password:

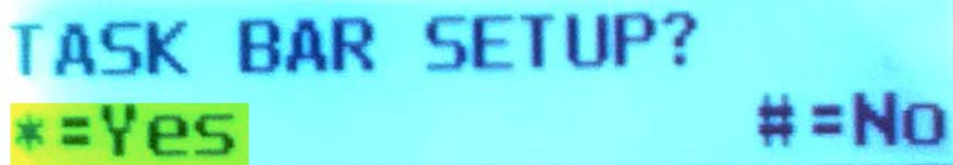
1) Press # for 'No' [3 presses] until you see 'Tools and Features?'.



2) Press * for 'Yes' for 'Tools and Features?'

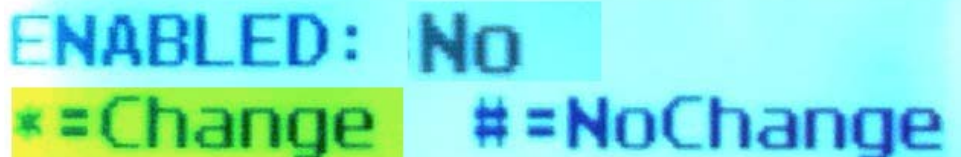


3) Press # for 'No' [3 presses] until you see 'Task Bar Setup?'. Press * for 'Yes'.



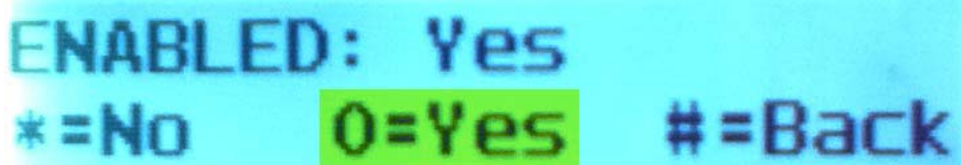
TASK BAR SETUP?
* = Yes # = No

4) Select * for 'Change'



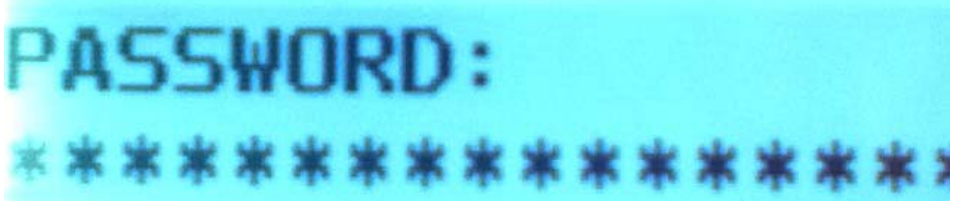
ENABLED: No
* = Change # = NoChange

5) Press 0 [zero] for 'Yes' to enable a password. After pressing 0, choose # for 'Accept'.



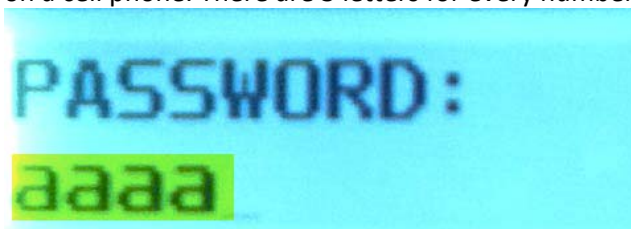
ENABLED: Yes
* = No 0 = Yes # = Back

6) You will be brought to the following display:



PASSWORD:

7) Use the number pad on the phone to enter a password [4-10 characters]. Entering a password is the same as texting on a cell phone. There are 3 letters for every number. Press the number until the desired letter is displayed

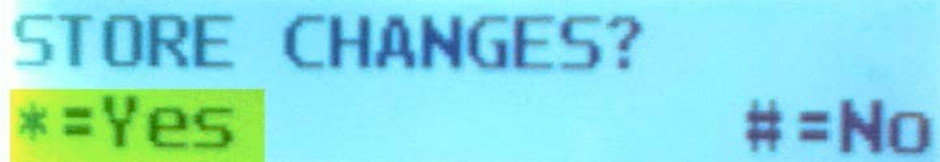


PASSWORD:
aaaa

8) Once the password is entered, scroll down using the **down** arrow

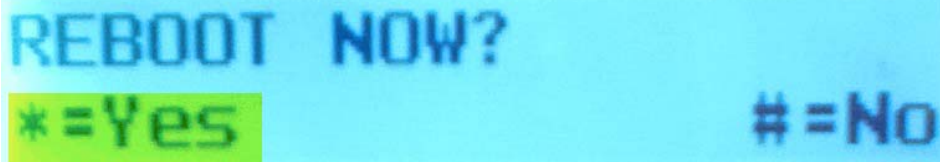


9) Press * for 'Yes' to store the changes.



STORE CHANGES?
* = Yes # = No

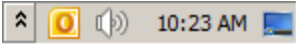
10) Press * for 'Yes' to reboot the phone. This is the last step.




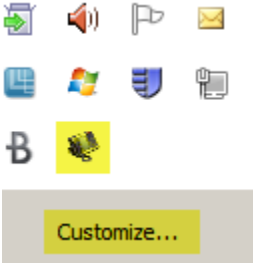
REBOOT NOW?
* = Yes # = No

Appendix C: Windows 7 variables

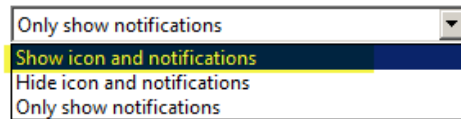
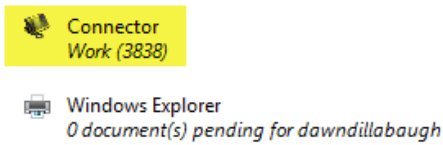
With Windows 7; an icon for an application doesn't show in the systray by default.



To view the UC Express icon, for easy access, click on the double arrow  to view all the hidden icons. Choose 'Customize'.



Choose 'Connector' and 'Show icon and notification' from the dropdown. Click 'OK'.



The icon will now show in the systray

