



We Really Get IT!

January 1, 2011

UC Advanced Release 4.0

Announcing the General Availability of Mitel Unified Communicator Advanced Release 4.0

Positioning

Mitel's unified communications features run on industry standard servers or as virtual appliances on the VMware® vSphere™ 4 virtualization platform.

This bulletin is to provide details of the software enhancements that will be delivered in release 4.0 of Mitel Unified Communicator® (UC) Advanced.

Companies today are in the midst of a significant transformation into more global, collaborative workforces that are becoming increasingly more diverse and mobile. In order for businesses to thrive in this environment, given today's global economic pressures, a well-defined unified communications strategy is a must. This will certainly help companies reduce the overall cost of communications, streamline business processes, and increase employee productivity. More importantly, deploying unified communications will help companies improve customer satisfaction and increase customer loyalty, thereby driving up revenues and profitability.

Mitel UC Advanced is Mitel's award-winning UC client that integrates presence and availability, secure instant messaging, audio conferencing, and web and video collaboration and integration with the call control capabilities of the Mitel Communications Director (MCD) IP-PBX. UC Advanced also integrates with leading business productivity tools including Microsoft® Outlook®, Microsoft Office® and Lotus Notes. Unified Communicator Server supports UC Advanced clients and also enables presence information with MCD or the Mitel 5000 Communications Platform (CP)

Mitel UC Advanced provides a single client interface with a rich feature set and access to all of Mitel's communications applications. UC Advanced delivers voice, rich presence, video, messaging, call history, conferencing, collaboration, rich contact management capabilities and mobility options. The UC Advanced Web and Mobile Portals provide remote access to a subset of UC Advanced features.

UC Advanced Web and Mobile Portals provide a simple browser or micro-browser-based offering for the key features that need to be accessed remotely.

UC Advanced is suitable for businesses of all sizes, across all vertical markets.

Product Overview / Features & Benefits / Description

UC Advanced is Mitel's unified communications desktop application that enhances the user experience and the effectiveness of "in the moment" communications. It is a key component of the Mitel Unified Communicator portfolio, and converges the call control capabilities of Mitel communications platforms with contact management, Dynamic Status and collaboration applications to simplify and enhance real-time



communications.

UC Advanced provides a single access point for all your business communication and collaboration needs. 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. It also provides simple ways to manage your personal communications so employees can find, communicate, and collaborate with others quickly and easily.

With mobile and geographically dispersed teams and workers becoming increasingly common, video conferencing is now a crucial tool for facilitating rich communication anywhere and at any time. Video conferencing in UC Advanced 4.0 provides a more personal experience that helps individuals build stronger working relationships and communicate more effectively. By integrating person-to-person (point-to-point) video and group video conferencing with audio and web collaboration, the UC Advanced 4.0 application makes it easy for workers to see as well as talk with their colleagues.

Server flavors available:

- UC Advanced virtual appliance (Virtual UC Advanced for VMware)
- UC Server Software (customer supplied hardware)
- UC Server Appliance (turnkey offering)

The key new features that are available with UC Advanced 4.0 are as follows:

- UC Advanced to UC Advanced server peering
- UC Advanced server federation to Microsoft Office Communicator 2007 R2 or IBM Lotus Sametime®
- UC Advanced Point-to-Point Video:
 - Enable video for Dynamic Status
 - Video status icon in corporate contacts
 - Right click from contacts to start video call
 - Video escalation from UC Advanced call window
 - Video escalation from chat window
- UC Advanced video integrations with the purchase of AWC ports:
 - Starting AWC video collaboration from the call window:
 - Start audio, video, or web collaboration from UC Advanced main window
 - Select multiple users from contacts list and start a conference
- Complete user interface refresh to Windows Presentation Foundation (WPF)
- Support for UC Advanced desk phone mode in Windows Terminal Services
- UC Advanced vApp Co-residency with MAS vApp
- UC Advanced Mobile for BlackBerry enhancements
 - Corporate location management feature
 - Change password feature
 - Edit Dynamic Extension (EHDU) feature
 - Call history tagging

UC Server Peering: UC Server Peering provides a communication path between the local UC Server and a peer UC Server. When UC Servers are configured for peering, users are categorized by server in the corporate directory. Users between different corporate directories have equal access to presence information and communication features as they do with users from their own corporate directories. UC Server peering supports a combined maximum of 10,000 clients in the configuration. The UC Server Administrator interface includes a new Peering tab to configure UC Server Peering. Refer to the UC Server Administrator interface online help for details.

IM and Presence Federation: IM and Presence Federation provides a communication path between a single UC Server and one or more IM servers for the purpose of providing extended IM capabilities to UC Advanced users. When a UC Server and IM server are configured for federation, IM presence and point-to-point chat are available to all UC Advanced clients included in the configuration. For v4.0, IM server support is limited to Microsoft Office Communicator Server (OCS) 2007 R2, IBM® Lotus® Sametime® Server 8.5 and 8.5.1. Enforced On-Demand Presence: Prior to v4.0, you had the option of enabling the following presence modes at the Enterprise and Account level:

- Universal Presence: Presence information for all corporate contacts is displayed to the user.
- On-Demand Presence: Presence information for user-selected contacts only is displayed to the user.

For v4.0 and later systems, presence mode is automatically determined by the server as follows:

- By default, new Enterprises have Universal Presence enabled.
- If the Enterprise exceeds the default 200 Corporate Contact threshold, has peering configured, or has federation configured, presence mode is automatically converted to On-Demand.

When UC Server enforces On-Demand presence mode, an e-mail message is generated informing you about the change in presence mode. You can then inform users about the change in presence mode.

UC Server Database Upgrade: For v4.0, the SolidDB database has been replaced with the PostgreSQL database. The site must be running UC Server software v3.2 to upgrade to v4.0. Data migration is handled during the UC Server blade upgrade process. Note the following for upgrades to v4.0:

- If a site is running UC Advanced v3.2, they can upgrade directly to v4.0.
- If a site is running UC Advanced software v3.0 or 3.1, they must first upgrade the UC Server to v3.2. Following a successful upgrade to v3.2, the site can then upgrade to v4.0, which includes data migration to the new database.
- If a site is running Mitel Your Assistant (YA) 5.0 or UC Advanced v2.0 software, a fresh install of UC Advanced software is required and data migration is not available.

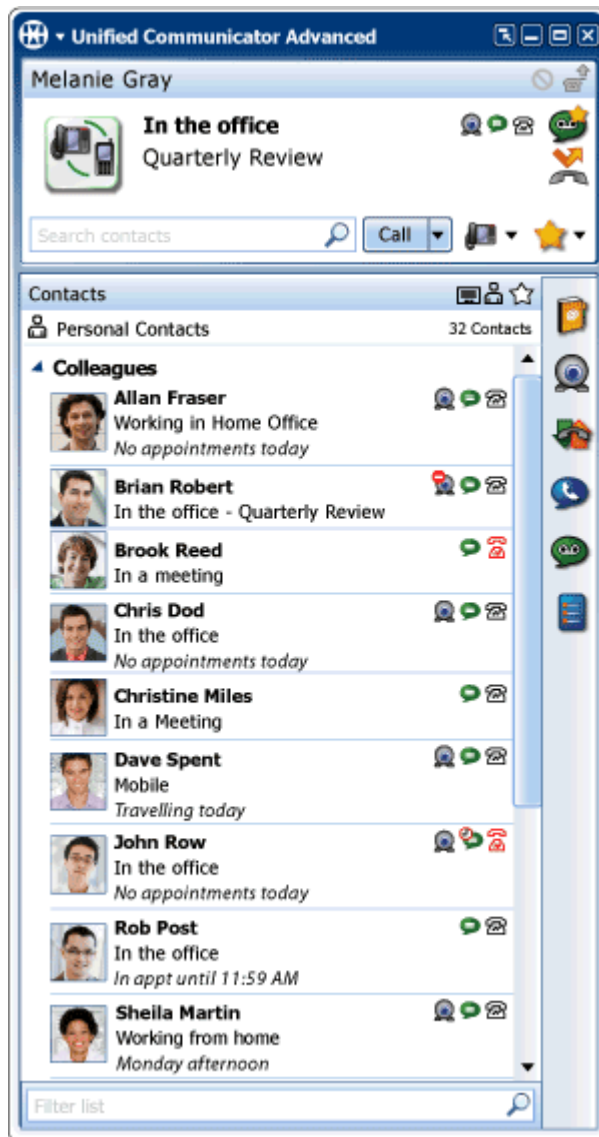
UC Advanced vApp Co-residency with MAS vApp: For v4.0, the UC Advanced virtual appliance (vApp) can co-reside on an MSL-approved hardware platform with v2.2 or later MAS vApp.

UC Server Information Retrieval for AWC: In version 4.0, UC Server now has the ability to automatically import required settings from Mitel Audio & Web Conferencing (AWC) collaboration server. Configure the AWC server from the Collaboration tab in the UC Server Administrator Interface. Refer to the UC Server Administrator interface online help for details.

Collaboration Server Support Change: For software version 4.0 and later, UC Advanced no longer supports the Mitel Your Assistant (YA) Collaboration Module. UC Advanced continues to support AWC for collaboration integration.

The UC Advanced desktop client includes the following changes for v4.0:

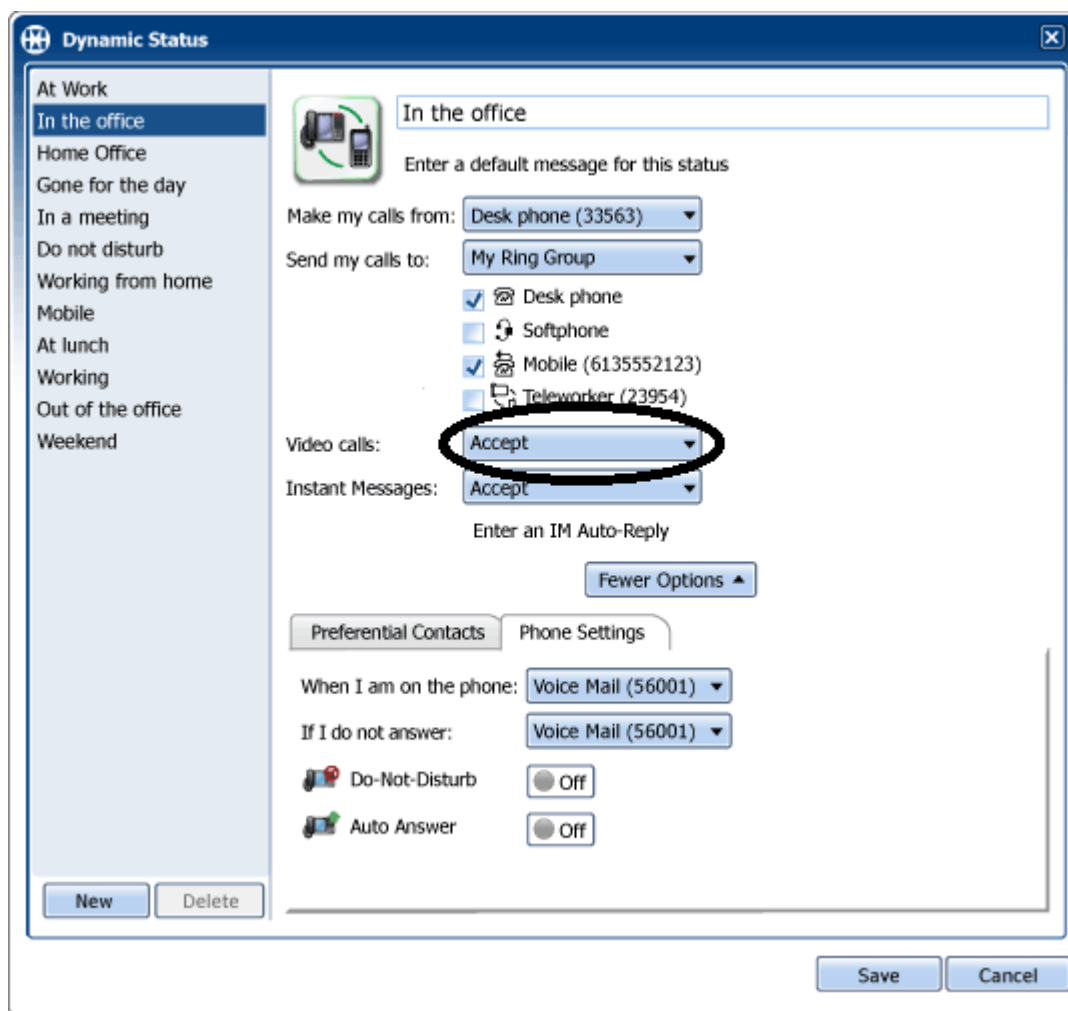
User Interface Refresh: The Desktop Client user interface (UI) has been refreshed to Windows Presentation Foundation (WPF). WPF provides a unified framework for building applications and high-fidelity experiences in Windows that blend application UI, documents and media content. WPF offers applications two-dimensional graphics support, hardware-accelerated effects, scalability to different form factors and interactive data visualization.



UC Advanced Point-to-Point Video

This feature is enabled through AWC as part of MAS. Features of point-to-point video are:

Enable Video for Dynamic Status: Each UC Advanced user has the ability to set a video status for each of their Dynamic Statuses. For example, you can configure your client to accept video calls only when you are at your desk.



Video Status Icon in Corporate Contacts: Any UC Advanced users that have identified video for the Dynamic Status they are currently using will have a new video icon appear to the left of their chat/presence icon. This will identify to the user who is available for video calls.

Real-time Video Presence: UC Advanced 4.0 now supports three types of presence: Call, IM and Video. Like the IM presence, each Dynamic Status will indicate whether the client is able to accept video call requests. If the status is set to not allow Video call request, the Video presence state appears as offline.

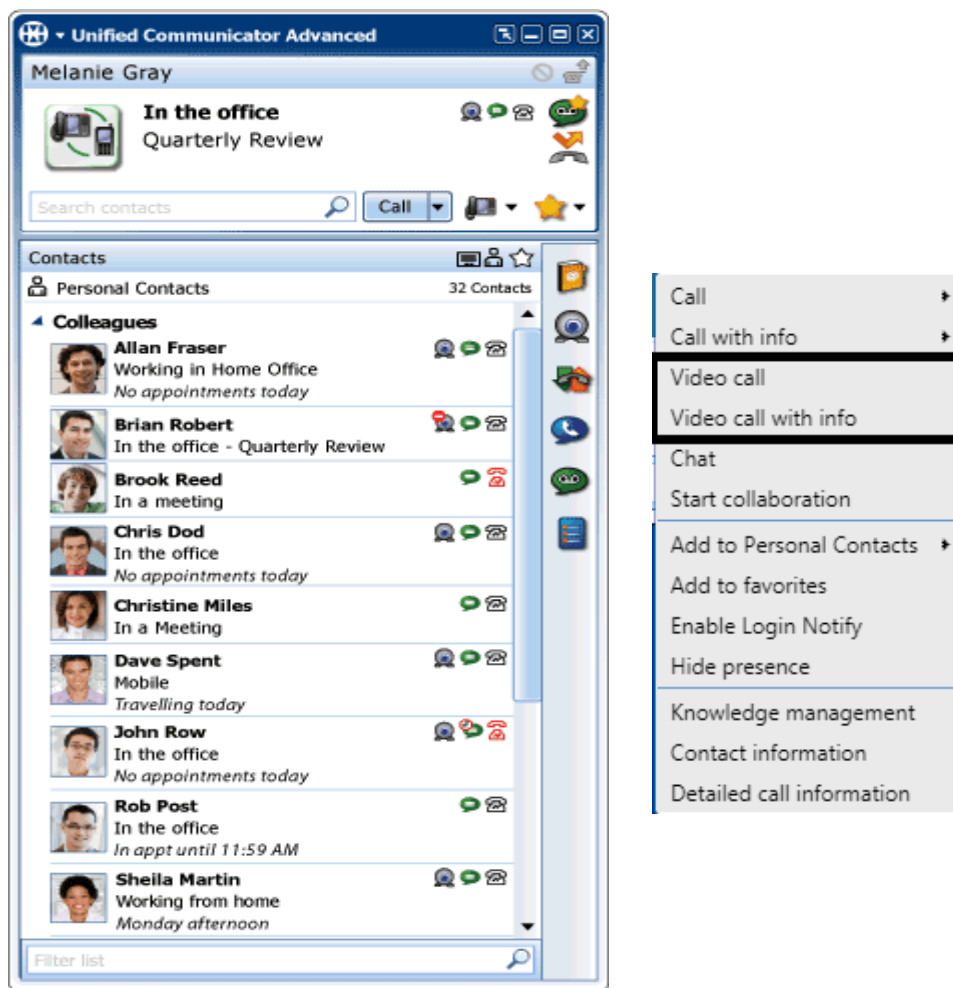
Video presence icons:

Offline – no icon

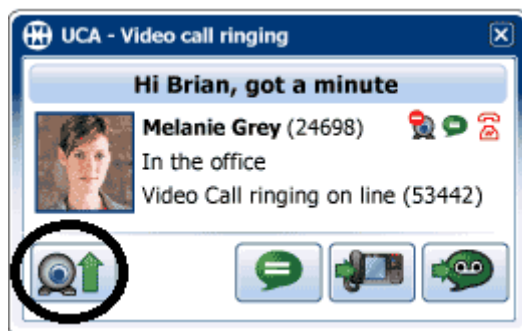
Idle –

Busy –

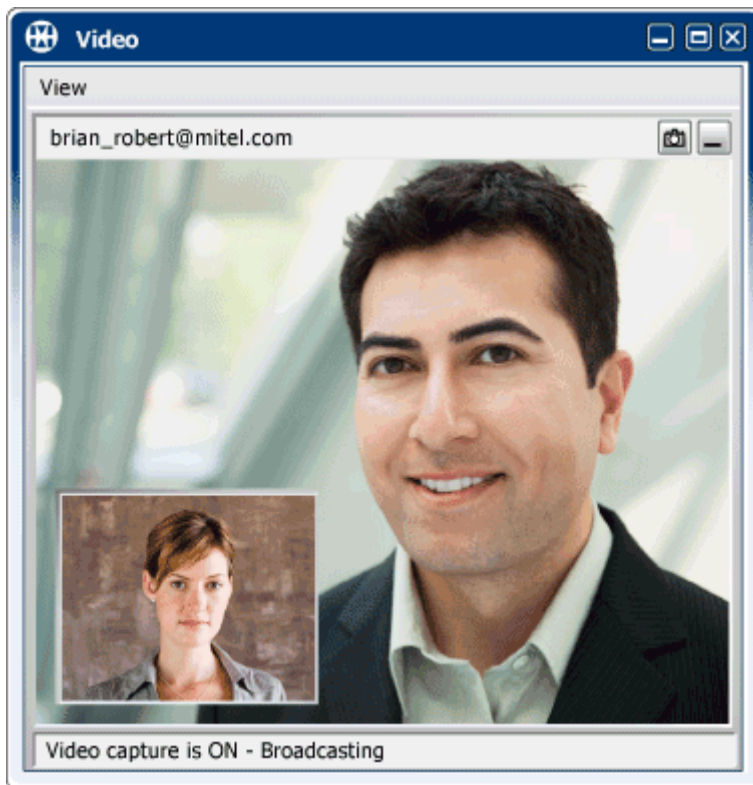
Right click from contacts list for instant video and voice connection (with or without information): A UC Advanced user may right-click on a user that has the video icon and select the option for “Video call” or “Video call with info.” This will initiate a voice call and also send an invitation to that user to join with video.



Once the call is created, the invitee will receive a toast popup when incoming call is ringing. To accept the video call, click on the camera icon.



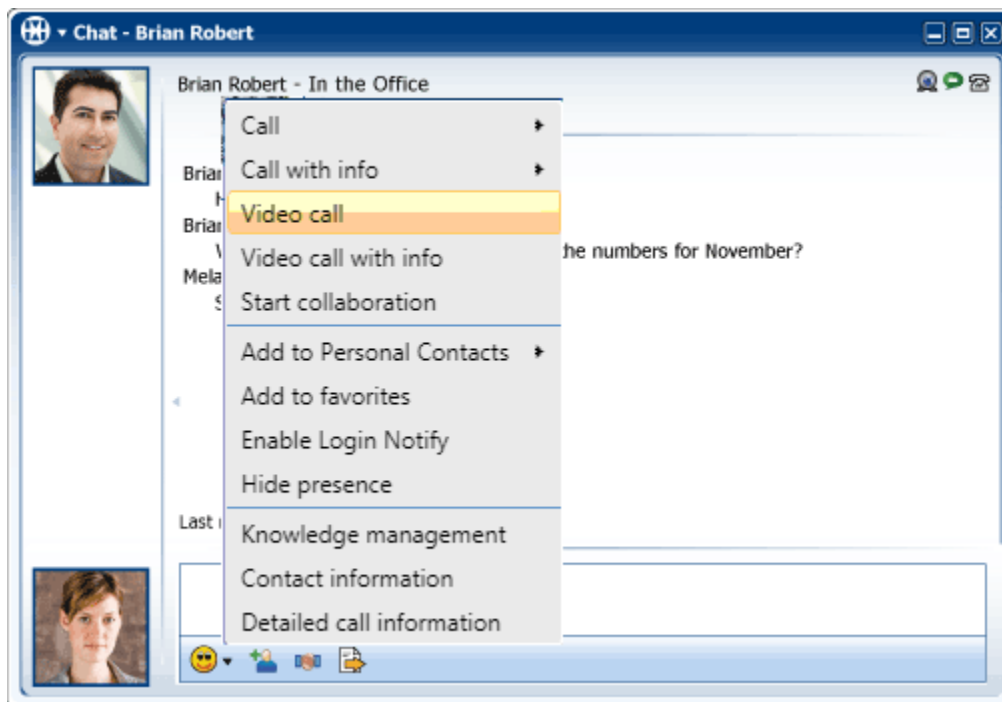
Once the invitation has been accepted you will both be placed into the video call:



Video Escalation from UC Advanced Call Window: Users can easily add video to a voice call already in progress. This is done by double clicking the camera icon next to the person's contact information.



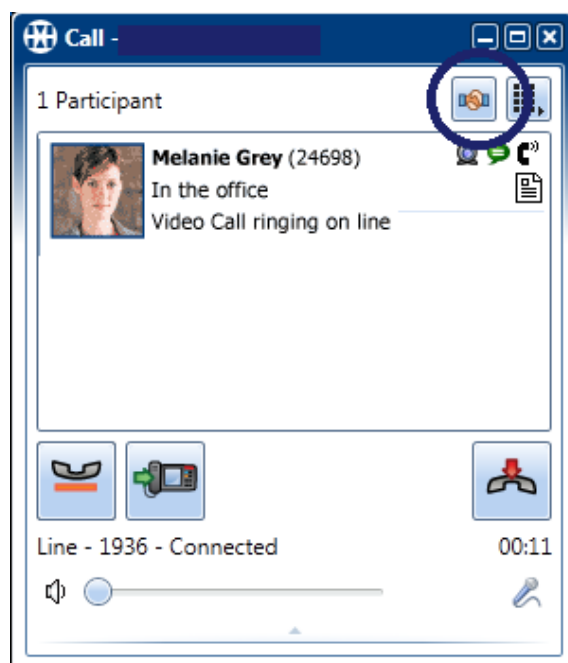
Video Escalation from Chat Window: A user can also escalate an existing IM session into a video call session. As in the Call Window, the users can right-click on the person's picture and select "Video Call." This will trigger a voice and video call from the IM that has already started.



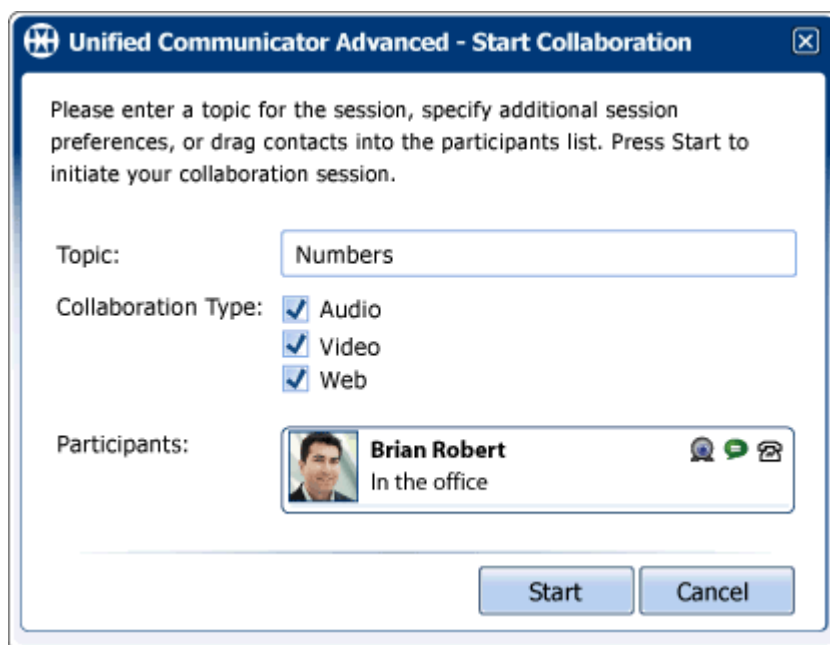
UC Advanced Video Integrations with the Purchase of AWC: A customer can upgrade from point-to-point video to advanced multi-video integration anytime by purchasing the AWC server licensing as part of MAS. In this advanced mode, the restrictions of point-to-point mode are removed and some new features are added:

- Escalation of existing video session to AWC video conference
- Up to six participants in a video session

Starting AWC Video Collaboration from the Call Window: If a site or customer is licensed for AWC, an option will appear in the Call Window to allow the user to quickly create an AWC video collaboration session with all the participants in the Call Window.



At this point you will be prompted to enter the options that you wish to include in the collaboration session:

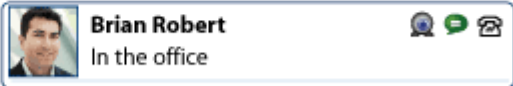


Unified Communicator Advanced - Start Collaboration

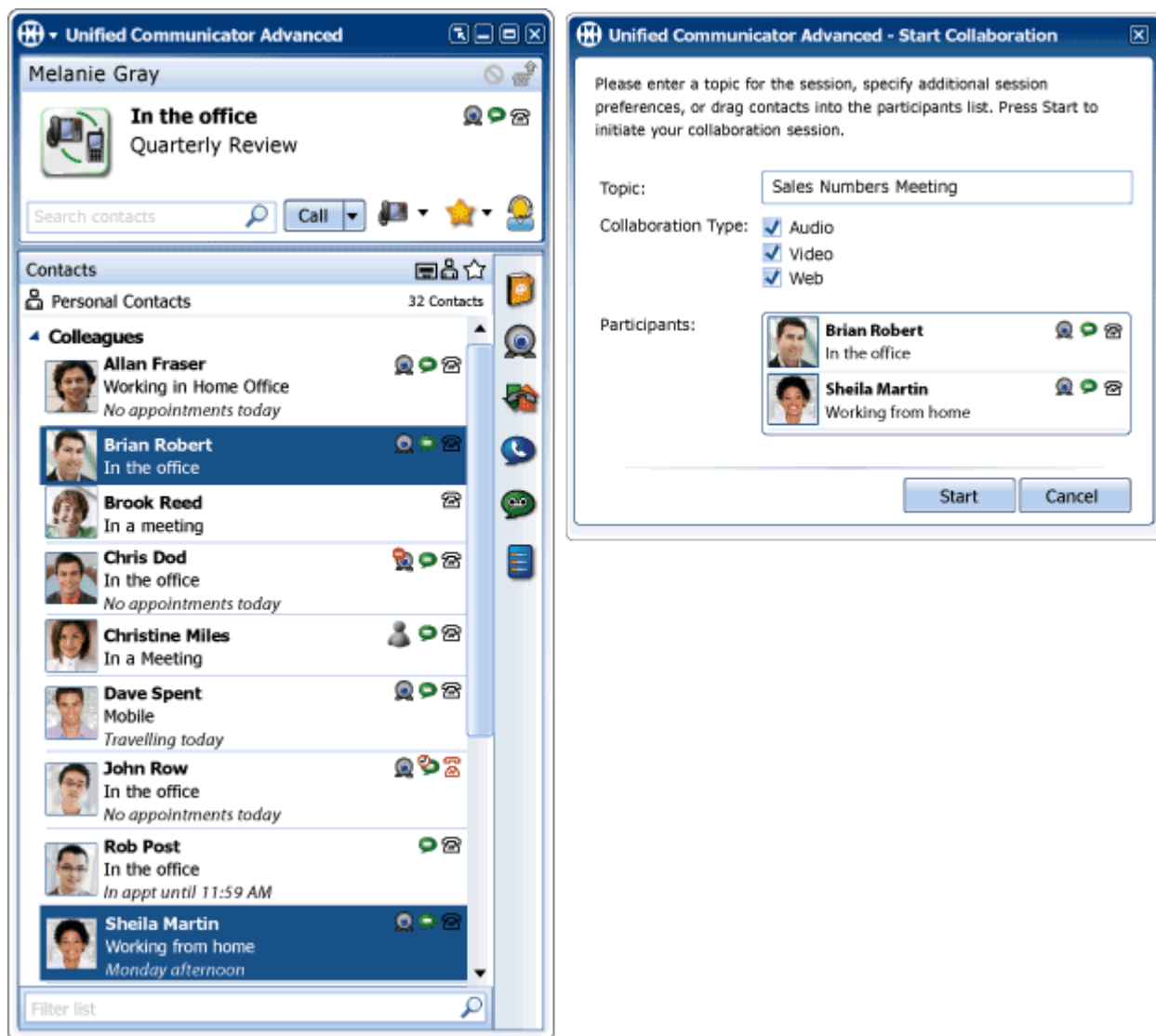
Please enter a topic for the session, specify additional session preferences, or drag contacts into the participants list. Press Start to initiate your collaboration session.

Topic:

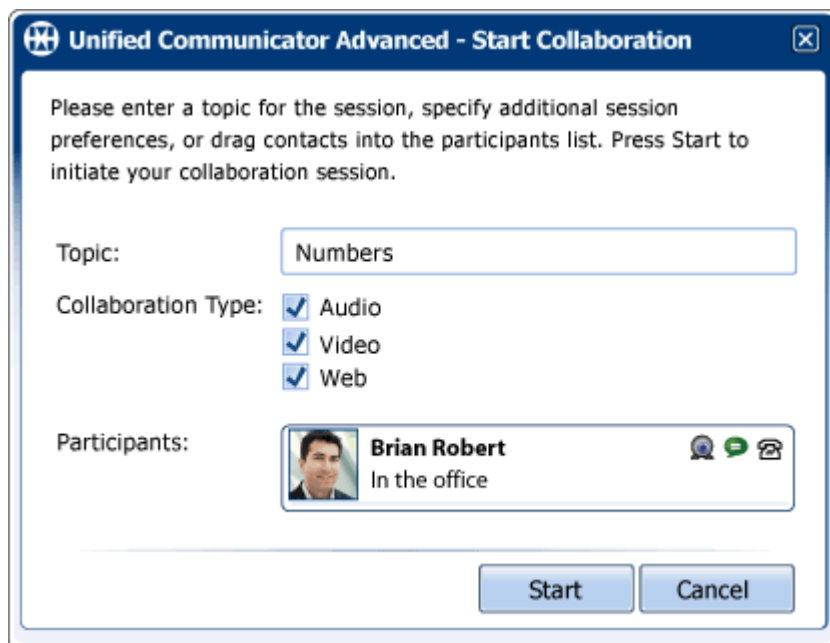
Collaboration Type: Audio
 Video
 Web

Participants:  **Brian Robert**
In the office

Start Audio, Video, or Web Collaboration from UC Advanced Main Window: UC Advanced 4.0 users can initiate any type of AWC collaboration from inside the UC Advanced main window. Simply search for the people you wish to communicate with and then right-click and select “Start Collaboration.”



At this point you will be prompted to specify what type of conference you would like to start with this person:



Enhanced Dynamic Extension Support: In addition to the Desk Phone and Softphone options, users can now specify that their Dynamic Extension be used to accept/place calls in the Desktop Client.

Support for Remote Desktop Services: For v4.0, users can run the Desktop Client and Web Portal in a Remote Desktop Services (formerly known as Terminal Services) v6.1 environment. Remote Desktop Services is installed as part of Windows Server 2008 R2. Note that the Desktop Client's embedded softphone and video calls are not supported when accessed from this thin client environment.

UC Advanced Mobile for BlackBerry Enhancements

The UC Advanced Mobile for BlackBerry client includes the following enhancements for v4.0:

- **Corporate Locations:** The UCA Mobile client now includes corporate locations. Corporate locations are default locations, created by an administrator (Enterprise tab), that all UCA Mobile users have access to use. When users associate a Dynamic Status with a corporate location, their Dynamic Status is automatically updated when they enter the location, as determined by their mobile device's GPS service. You can assign administrator permissions to certain users (Account Details page) who you would like to manage corporate locations from the UCA Mobile client.
- **Password Management:** For v4.0 and later, users can now change their UC Advanced password from the UCA Mobile client.
- **Dynamic Extension Management:** This new feature in the UCA Mobile client allows users to modify labels and numbers assigned to any Dynamic Extension devices present in their UCA account.
- **Call History Tagging:** Call History tagging matches numbers in UC Advanced call log entries with numbers in the user's BlackBerry native contact list and displays the associated name in the Call History screens.



UC Advanced Standalone BlackBerry License

It is now possible to obtain a license for UC Advanced Mobile for BlackBerry without having to purchase a separate UC Advanced Web/Mobile portal license to make it work. Mitel is pleased to announce a new part number, 54005397, that includes the UC Advanced Mobile for BlackBerry License and the UC Advanced Web/Mobile Portal for one low price. This part number can be used for customers who only have a BlackBerry and wish to have the full UC Advanced Mobile for BlackBerry experience. This license also helps users who have a BlackBerry and a MAC computer to access the full breadth of UC Advanced features from both the mobile device and the desktop for one low price.

Purchase and installation Notes

- **Microsoft .NET framework:** The UC Advanced v4.0 Desktop Client requires Microsoft .NET framework v4.0 to be installed on the user's computer before installing the v4.0 Desktop Client. Prior to v 4.0, the Desktop Client required v3.5 SP1.NET framework. Users running .NET v3.5SP1 must upgrade to v4.0 before upgrading the Desktop Client to v4.0

Supporting Material

A UCA Server can have either a UC Advanced Server Peering License or a UC Advanced Federation License, or both, depending on what types of other applications the customer may have. For example, a customer that has deployed OCS but also wishes to have a large number of UC Advanced servers could deploy a single UC Advanced server on day 1 and "federate" the OCS server. Later, they could add another UC Advanced Server to the network and have this server "peer" to the original UC Advanced server. In this example, the original UC Advanced server would have both a UC Advanced Federation License and a UC Advanced Peering License.

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