



MITEL

# UC360 COLLABORATION POINT

**ADMINISTRATION AND USER GUIDE  
RELEASE 1.0 - DRAFT B**



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## **UC360 Administration and User Guide**

Draft B - June 20th

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# CHAPTER 1

## INTRODUCTION





## Introduction

Mitel's UC360™ Collaboration Point is an all-in-one multimedia collaboration appliance that provides multi-party audio and video conferencing, in-room presentation display, and remote collaboration for personal office meeting areas and conference rooms.

The UC360 has a large 7-inch color multi-touch display screen. The LCD display has a resolution of 1024 x 600 and has a backlight with adjustable brightness.



It has a patented beam forming microphone array that delivers 360° audio clarity to all participants. It automatically locates the talker in the room and attenuates background noise by adjusting the microphone sensitivity towards the current talker. It provides visual indication of the active speaker.

USB and Micro SD connectors are provided on the side of unit for quickly downloading presentations.



## UC360 Product Variants

The UC360 Collaboration Point comes in two product variants in Release 1.0. The features of each variant are described below.

### UC360 Collaboration Point - Audio and In-Room Presentation

The UC360 Collaboration Point provides basic Telephony and Conference features and applications:

- HD audio with 4-party audio bridge
- 16 beam forming mics
- In-room presentation display (RDP, Memory Stick, Picstel® SmartOffice™)

### UC360 Collaboration Point - Remote Collaboration/Video Appliance

The UC360 Collaboration Point (Remote Collaboration and Video Appliance) supports all the features of the Audio and In-Room Collaboration Appliance, plus the following:

- Audio and In-Room Presentation and Collaboration
- HD audio with 4-party audio and HD video bridge
- 16 beam forming mics
- In-room presentation display (RDP, USB Flash, SD Card, Picstel SmartOffice)
- Presentation display to remote participants

This document includes procedures for both UC360 product variants.

In summary, the UC360 Collaboration Point provides:

- Superior audio conferencing capability including a beam forming microphone array
- Built-in presentation display capability via HDMI interface that supports connection to high definition LCD display/projector
- Built-in MS Office readers and editors
- Remote desktop access (no need to bring laptop to give a presentation)
- Support for multiple file transfer methods, including USB Flash Drive, SD Card, Dropbox™ and Google® Docs
- Audio conferences for up to four parties
- High Definition video conferencing for up to four parties with an integrated conference bridge
- Support for integration with Active Directory and LDAP
- Ability to display Remote Presentations

## About This Document

This document contains the following information:

- a general description of the UC360 Collaboration Point, its interface, menu bars, and icons
- additional user information not covered in the Quick Reference Card
- detailed information on configuring the settings for the UC360
- information on configuring the settings in MCD
- troubleshooting and maintenance information

## Related Documentation

See the following documents for more information on the UC360 Collaboration Point.

- **UC360 Installation Guide** - this guide provides instructions on how to physically connect the UC360.
- **UC360 Quick Reference** - this guide provides basic procedures on how to make conference calls, handle calls, and do in-room and remote presentations.
- **UC360 Engineering Guidelines** - this guide provides information on the UC360 engineering requirements.
- **MCD System Administration Tool Online Help** - Refer to this online help system for instructions on how to program the UC360 on the MCD system.

To access phone- and system-specific documentation:

1. In your browser, go to <http://www.edocs.mitel.com>.
2. Select a documentation suite from one of the following drop-down menus:
  - Communications Platform
  - Messaging
  - Applications
  - Solutions Guides
  - Software Development
  - End User Documents
3. Log in if asked to do so.
4. To view a document, click on the document title.



# CHAPTER 2

## ABOUT THE UC360



## About the UC360

Read this chapter to learn more about the UC360 and how to use it.

The UC360 has the following applications:






- Conference App - see “Conference App” on page 15
- Contacts App - “Contacts App” on page 31
- Remote Desktop App (RDP) and Picseel SmartOffice - “Desktop Apps” on page 37

## Main Screen - Conference App

The high-resolution touch screen and simple finger gestures make it easy to use the UC360. The main screen always displays the Conference App.



### Function Buttons





Function Button	Press to ...
 Home	Go to the Home screen
 Menu	Display the Menu bar. See the "Menu Bar" on page 11
 Back	Go back one menu or to the previous screen
 Mute	Turn on/off the microphone
 Volume	Increase or decrease the volume



## Menu Bar




When you press the Menu  button, the menu bar is displayed.



Menu Button	Press to ...
 Share App	Share a presentation on the conference room HDMI device and send it to remote conference participants
 App	Open an application/presentation on the primary UC360 LCD screen
 Settings	Open the Settings menu
 About	Display information about the UC360 and the product variant

## Status Icons

The icons in the status bar at the top of the screen give information about the UC360 and its network.

Status Icon	What it means
	A USB device is attached to the UC360
	SD card inserted
	Network connectivity <b>Red:</b> UC360 is disconnected from the network <b>Amber:</b> UC360 is connected to the network, but has not successfully registered with the SIP server <b>Green:</b> UC360 is successfully registered with the SIP server
<b>5:59</b>	Current time

## Using Gestures

You can use the following gestures on the UC360 touch screen:


Gesture	What it does
Tap	Simply tap your finger on what you want to interact with
Drag	Place your finger and drag across the screen
Scroll	Move page up or down quickly, right or left

The UC360 does not support the two-finger pinch or zoom.

## Customizing the UC360


Follow the procedures below to customize the UC360.

### Adjusting the Speaker Volume



- Press the volume button  during a call
- Drag the volume slider to adjust the volume of speakers

**Note:** The default setting for the In-call volume is restored after the call.



### Adjusting the Ringer Volume

- Press the volume button  during ringing
- Drag the volume slider to adjust the ringing

### Adjusting Brightness

- Press Home  to display the Menu bar
- Press Settings 
- Tap Brightness
- Drag the brightness slider to the desired brightness

## Using Clean Mode

- Press  to display the Menu bar
- Press Setting 
- Tap Clean Mode

The touch screen is disabled.

- When the screen is clean, hold  for 3 seconds to exit Clean Mode.

## Using the On-screen Keyboard

The on-screen keyboard appears automatically anytime you need to type. Use the keyboard to enter text, such as contact names and IP addresses.

# CHAPTER 3

## CONFERENCE APP



## Introduction

This chapter provides the following information on the Conference App:

- Making audio and video conference calls
- Making consultation calls
- Adding consultation calls to a conference
- Answering an incoming call
- Placing calls on hold
- Switching between a conference call and a consultation call
- Muting calls
- Ending calls
- Cleaning up after a conference call

See “Desktop Apps” on page 37 and “Contacts App” on page 31 to learn more about these applications.

## Emergency Calls

### **Warning for emergency number dialing**

Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

### *To make an Emergency Call:*

- Dial your Local Emergency Number (911 or equivalent).

## Making a Conference Call

The UC360 Collaboration Point comes in two product variants: Audio with In-Room Presentation and/or Video with Remote Collaboration. The version you have determines the type of conference call you can make. You may want to prepare desktop sharing before your call.

Audio with In-Room Presentation	See “About Displaying and Sharing Presentations” on page 39
Video with Remote Collaboration	See “Sharing Presentations” on page 40 See “About Displaying and Sharing Presentations” on page 39



**Note:** Only a single bridge is supported in a conference call.

*To make an audio or video conference call:*

- Tap a phone



The Contacts app is displayed. (See “Contacts App” on page 31.)

- Select a caller from the Contacts list or use the Dial Pad
- Tap the number to call (from contacts list)

The call is made. (If the party is video-enabled, a video connection is established.)

- Tap another phone to add a 2nd or 3rd party.



**Tip:** You can put the connected party on hold first, so they don’t hear ringback and the initial “hello” when you make the 2nd or 3rd call.

You can have a maximum of 3 callers in the conference, plus yourself. You can make or receive a fourth call, outside of the existing conference, but you cannot add this call to the conference. See “Making a Consultation Call” on page 19.



## Making a Consultation Call

In addition to a conference call, the UC360 supports a separate independent call with one remote party. This is referred to as a consultation call.

- Consultation calls are audio only. They cannot be video enabled.
- There can be a maximum of one consultation call at a time, though up to two more incoming consultation calls can be queued.

*To make a consultation call:*

**Note:** There must already be an active call.

1. Tap the Saucer icon



The Contacts app is displayed. (See “Contacts App” on page 31.)

2. Select the contact and make the call.

When you are connected to the consultation call, the call fly-out bar is expanded to show more information. The conference call and rest of the Conference App background is blurred and the controls in the Conference App are not available as you can see in the diagram above.

When you switch back to the conference call again, the saucer icon goes back to its contracted position.







To learn more about consultation calls, see “Saucer Icon” on page 28.

## Answering an Incoming Call

When a call comes into the UC360, you will hear ringing and see six blue LEDs light up in the light ring in a clockwise rotating pattern.

An incoming call always appears on the call fly-out bar. Incoming callers cannot call directly into a conference. The first incoming call must be added directly to the conference.




Action	Press ...
Add the first incoming call to the conference or add queued calls to a conference	 or drag to an unoccupied avatar
Answer the incoming call and talk to the caller	
Reject an incoming call	
Put a consultation call on hold or retrieve an existing held call. The button acts as a toggle button.	
Insert DTMF tones when necessary	
End a call <b>Note:</b> A convention in the Conference App is that a vertical handset means initiate a call; a horizontal handset means end a call.	

## Placing a Conference Call on Hold

Hold allows you to put individual participants on hold in a conference.


### *To put an individual caller on hold:*

- Tap Hold  on the conference avatar for the individual participant

When a conference participant is put on hold, the ring around the photo flashes red.

In a video call, video is blocked in both directions.

### *To retrieve the held call:*

- Tap  again to retrieve the call

The  Hold button toggles between Hold and Retrieve.

### *To put the entire conference on hold:*


- Tap  for each participant

You cannot put the entire conference on hold with one single action.

See “Conference Call Avatar” on page 27 for more information.

## Placing a Consultation Call on Hold



### *To put a consultation caller on hold:*


- Tap Hold  on the call fly-out bar

When a consultation participant is put on hold, the ring around the photo flashes.

### *To retrieve the held call:*

After a short period of time, the call fly-out bar shrinks back to its contracted position on the left and continues to flash while on hold.

- If necessary, press  first to expand the call fly-out bar
- Tap  to retrieve the call

The  Hold button toggles between Hold and Retrieve.

## Switching Between Calls

You can switch between your conference call and an incoming consultation call.

*To switch between the conference call and a consultation call:*

- Tap the Consultation icon



You are connected to the caller. The conference participants are still connected to each other.


- To go back to the conference, touch anywhere outside the call fly-out bar.

You can also put the consultation call on hold, add it to the conference, or end the call if you have reached the maximum 3 outside callers.

## Muting a Conference Call

During a conference call, you may wish to mute your UC360.

*To mute a call:*

- Press the Mute  key

Any conference call and/or consultation call is muted.


The Mute key turns off the UC360 microphone, so users cannot hear you. The speaker is still connected. In a video call, remote participants can still see video.

*To unmute a call:*


- Press Mute  again

## Ending a Conference Call

*To end the entire conference call:*

- Press End Conference  on the toolbar
- Press **Yes** when prompted by the dialog "Terminate conference call including parties on hold?"

*To end a call with a single participant:*

- Press the End Button of that participant 




## Ending a Consultation Call

- Press the End Button  on the call fly-out bar

---

## Cleaning Up after a Conference Call

Use the Clean-up feature to remove any traces of activities performed during the conference call. This action preserves privacy and return the UC360 user interface to a clean default state.

1. Press Clean-up 
2. Press **Yes** when prompted by the dialog "Would you like to delete this history of this session?"

The Clean up action does the following:

- restores volume level defaults for voice and media
- restores screen backlight brightness to its default value
- terminates a conference call and leaves no calls present on the UC360, regardless of whether app sharing is in effect
- stops application sharing
- logs out of the RDP application session
- clears any states in the Contacts App
- turns off the camera on the HDMI device

## Additional Information You May Need to Know

The following sections provide additional information on various features of the Conference Application.

### Audio Calls

- A UC360 conference call consists of a four-way audio call in which the UC360 conference room and up to three remote parties can hear each other. The UC360 unit's audio devices consist of the hands-free speaker and 16 built-in beam forming microphones.
- There can be a maximum of one conference call at a time.
- A conference call always starts off with a single remote party. The UC360 user adds remote parties one at a time. Individual parties can be added to and removed from a conference call at any time with a limit of three remote parties.
- An incoming caller cannot call directly into the UC360 conference call. The incoming call arrives as a consultation call and must be added to the conference by the UC360 user.
- The audio output from UC360 calls is always to the UC360 built-in hands-free speaker. The HDMI device's speakers are not used.
- The volume on the HDMI monitor should be muted or turned to its lowest setting.
- The UC360 generates audible tones to all conferenced parties whenever a party enters or leaves the call.

### Video Calls

The Video option includes all the features of Audio, plus the following:

- With the **Video and Remote Collaboration** option, conference calls can be video-enabled. Simultaneous two-way video streams are established with each remote party that is video capable. Video capable means it is either camera-equipped or can display a video stream from the UC360 or both.
- Parties added to a conference call start off with video connections if they are capable. Otherwise they are audio only. The UC360 user cannot dynamically escalate or de-escalate a call to video.
- Each remote party receives a composite image consisting of the UC360-attached video camera, their own camera, and the other conference parties. The UC360-attached HDMI device displays this same composite image.
- In a two-party video call, the user cannot see UC360's local camera on the HDMI display.
- It is possible that for certain remote parties, the video connection could be uni-directional. This would happen for instance if either UC360 or the remote party was not camera-equipped.
- For details on how video conferencing interacts with the Remote Desktop App, see "Basic Rules on How Presentation Sharing Works" on page 47.



## Conference Call Avatar

Once a call is made, the conference party avatar enter the dialing state as illustrated below.



- The animated blue rings around the photo indicate the dialing state.
- The remote party's name and number are displayed.
- If a photo of the called party is available from the contacts database, it is displayed. Otherwise, a grey background with an outline appears in place of the photo. If the contact's name is available from the contacts database, it is displayed.
- If the contact's name is unknown, "Unknown" is displayed.

When the called party answers, the conference avatar changes.



- The upper button -- hold/retrieve is now enabled.
- A video camera indicates that the remote party is video-enabled.
- The End button is available. If End is pressed, the call is terminated and the conference call state returns to idle.
- Notice that the icon in the End button is a horizontal handset. A convention in the Conference App is that a vertical handset means initiate a call; a horizontal handset means end a call.

## Saucer Icon

You make a consultation call by pressing the Saucer icon. It is the icon in the lower left of the Conference App main window. It is hidden until a call is made. In the example below, one call has already been made, so the Saucer icon is visible and contracted.




When you receive an incoming call, the call appears on the call fly-out bar.



Everything in the background of the Conference App is blurred and you can use only the controls on the call fly-out bar.

## About Incoming Calls

- The background darkens to draw attention to the incoming call in the foreground. You can still control the conference call.
- The center of the Consultation icon alternates between a handset and the caller's photo, if available.
- You must use the saucer icon  to handle the first call. This action moves the caller directly to the conference.
- While setting up a conference, several calls can arrive at once, and these calls will be queued. You will see the queued calls represented with increased transparency above the main consultation call bar.
- The UC360 can have a maximum of two queued calls and one consultation call. Another incoming call will be rejected.
- Various buttons are visible during a call as explained in "Answering an Incoming Call" on page 20.



# CHAPTER 4

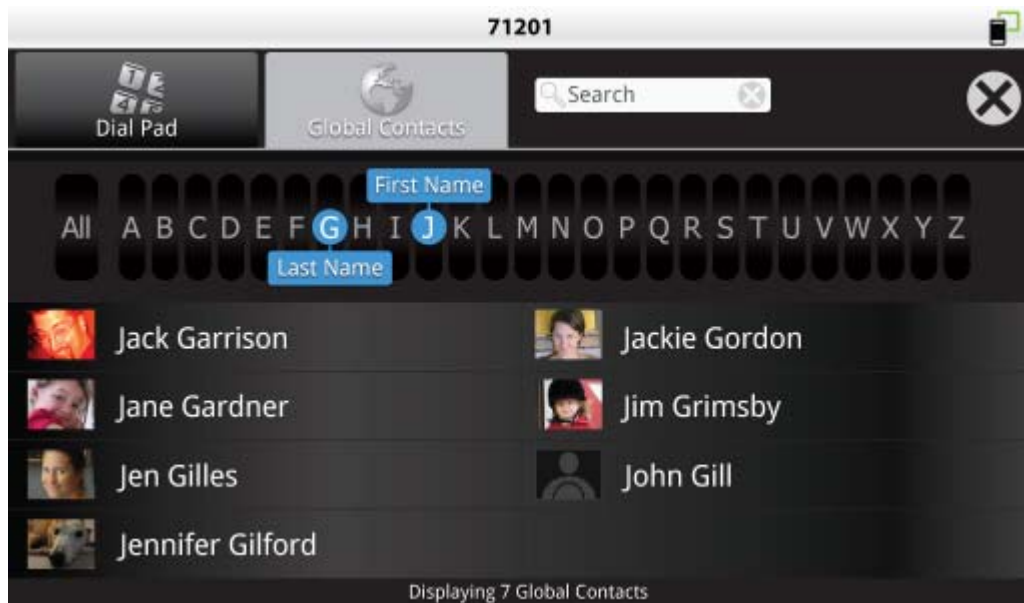
## CONTACTS APP




## About Contacts

Contacts lets you easily access and search contacts in the corporate directory. The Contacts app automatically displays when you start a call.

- Tap a phone  
The Contacts App is displayed.

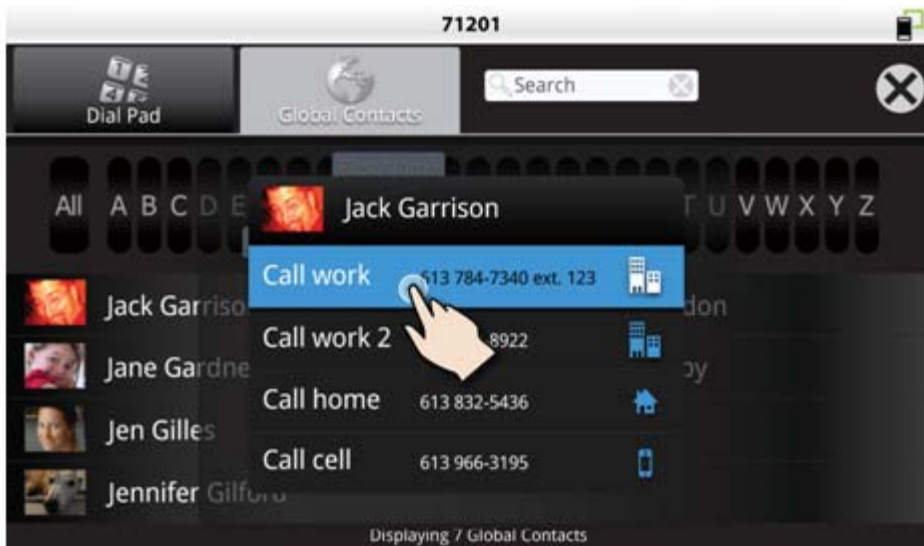



## Finding Contacts

Task	Action
Navigate by first name	Drag <b>First Name</b> to the desired letter or tap the space above the desired letter Drag Last Name to <b>All</b>
Navigate by last name	Drag <b>Last Name</b> to the desired letter or tap the space below the desired letter Drag First Name to <b>All</b>
Navigate by first/last name	Drag <b>First Name</b> to desired letter or tap the space above the desired letter Drag <b>Last Name</b> to the desired letter or tap the space below the desired letter
Search all contacts	Press <b>All</b> Flick through contacts
Close Contacts app	Tap the <b>X</b> in top menu or press the back  key

## Calling a Contact Number

Once you tap a contact name, the following screen pops up.



Task	Action
Call the contact	Tap the number to call. Several may be listed: cell, work, home, pager.
Go back to Contacts list	Press the back key  or tap X on the pop-up window
Close Contacts app	Press X in top menu




## Searching for a Contact

You can search first and last names in your Contacts.

- Tap the search field.
- Enter search criteria using the on-screen keyboard or external USB keyboard

Names only match at the start of the word. You can enter a subset of the first and last name, and it will find all matches for that pattern, for example, David Smith, type "da sm" or "sm da".



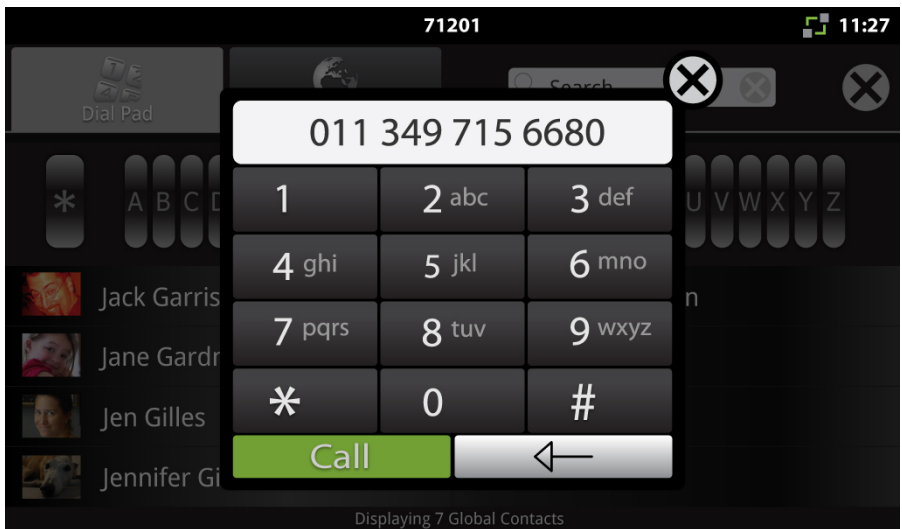
Task	Action
Search on first name	Type letters of first name
Search on last name	Type letters of last name
Edit search criteria	Tap search box and the on-screen keyboard returns (or press the correction key)
To exit search mode	Press the back key 




## Using the Dial Pad

You can use the dial pad to call a number.

- Tap  Dial Pad

The following screen is displayed.



Task	Action
Enter a number	Type the number on the dial pad
Call the number	Tap  on the dial pad (Some dial plans do not require this.)
Edit the number	Press 
To exit dial pad	Press <b>X</b> on the pop-up window or press the back hard key 

# CHAPTER 5

## DESKTOP APPS



## About Displaying and Sharing Presentations

You can display and share presentations using several methods:


- Remote Desktop (RDP) — log onto your desktop and pull up the presentation using a wireless mouse and keyboard.
- USB or Micro SD Flash drive — put your presentation on a micro SD card or USB stick and plug it into the UC360 micro SD card slot or USB slot on the side of the UC360. Use the built-in Picstel® SmartOffice™ Suite to open up the presentation.

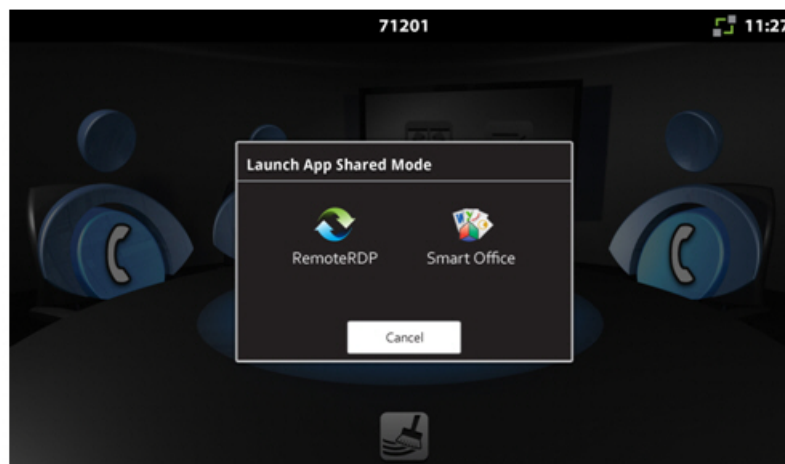
## Launching Shared or Non-Shared Applications

An application can be either **shared** or **non-shared**.

A shared application is displayed on the conference room HDMI device and can be sent to remote conference parties via video streams, if enabled. In this scenario, the remote parties no longer see participant video images.

A non-shared application appears only on the UC360 LCD screen.

When you tap  on the UC360 screen, the following screen is displayed for Shared Mode:




For more details, see “Using Remote Desktop (RDP)” on page 42 and “Using SmartOffice” on page 45.

## Sharing Presentations


In a conference call, you can share a presentation in the room on the HDMI monitor and with the remote participants (if they are video-enabled).

Before your conference call, turn on the camera and adjust it. This option is only available with Video with Remote Collaboration

### To adjust the camera

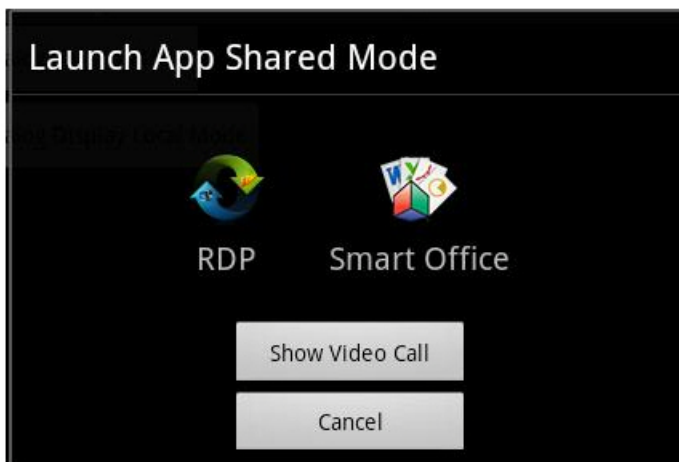
- Before a video conference call, tap the Camera icon  on the touch screen.  
You will see yourself on the screen. Check that the camera is positioned at the optimum angle to encompass the best view of the room.

### To display your presentation

- Tap  on the UC360 screen









The Launch App Shared Mode screen is displayed.



You have the option of “Using Remote Desktop (RDP)” on page 42 or “Using SmartOffice” on page 45. See either of these topics for more information.

Once your presentation is displayed, you have the option of toggling between your presentation/application and video.

### Tips on Presentation Sharing and Video

Task	Press ...
Navigate on your desktop	Use the external mouse and keyboard or the UC360 touch screen
Switch from presentation sharing to video	Press Home  and then tap  on the touch screen
Switch from video to presentation sharing	Tap  on the touch screen
End Sharing Session	Tap  on the touch screen and tap <b>Stop Sharing</b>
Show Your Camera	Tap 
Turn off Your Camera	Tap 

## Using Remote Desktop (RDP)

RDP stands for Remote Desktop Protocol. It is a proprietary protocol developed by Microsoft®, that provides a graphical interface to your computer.

The Remote Desktop (RDP) lets you access a Windows session on your PC or laptop remotely and see the files, programs, and resources exactly as you would if you were sitting at your desk, while you are using the UC360.

With RDP, you can display your desktop locally to people in the room with you, or you can share your desktop with remote participants.



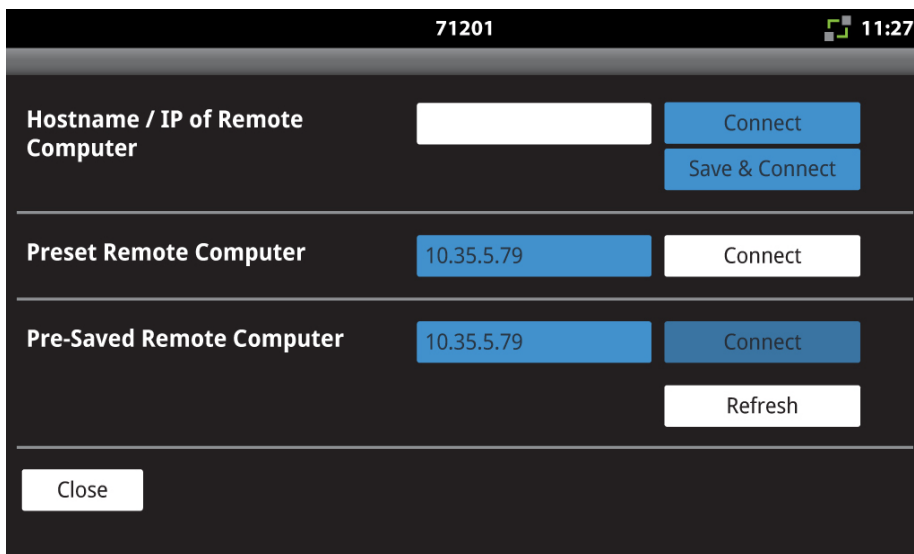
**Tip:** Before you use Remote Desktop, do the following:

- Set up your computer to use Remote Desktop. See Windows help for instructions.
- Have the name of your computer handy
- Make sure your computer is turned on

If you use Remote Desktop on a regular basis, your administrator can preset your computer to connect automatically when you access RDP. See “RDP Settings” on page 65 for more information.

### Launching Your RDP Session

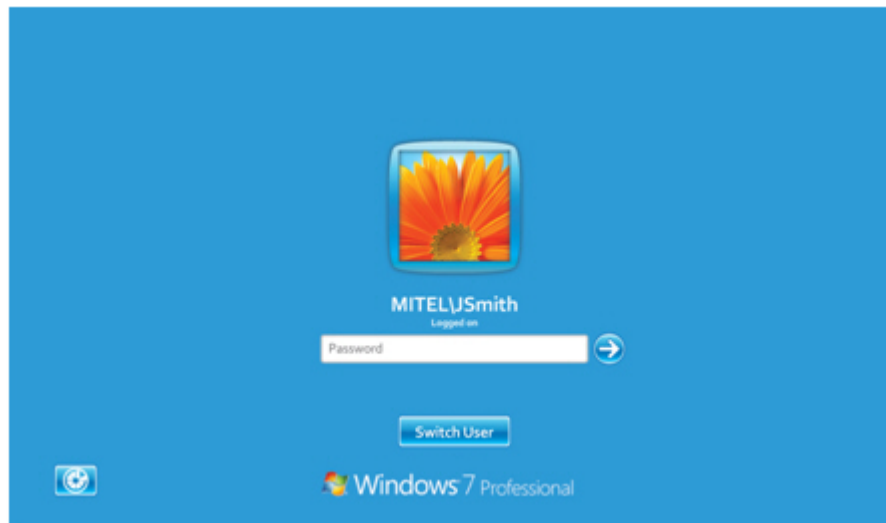
When you tap the RDP icon on the Launch screen, the following screen is displayed:



- Enter the hostname or IP Address of your computer in the first text box and press **Connect**.
- OR
- If your computer’s IP Address has been preset by your administrator, press **Connect** for the **Preset Remote Computer**.



Your Windows login screen is shown.




- Enter your username and password using the on-screen keyboard or the external keyboard and mouse. You will be connected to your desktop.
- Navigate to the application that you want to share with your conference participants.

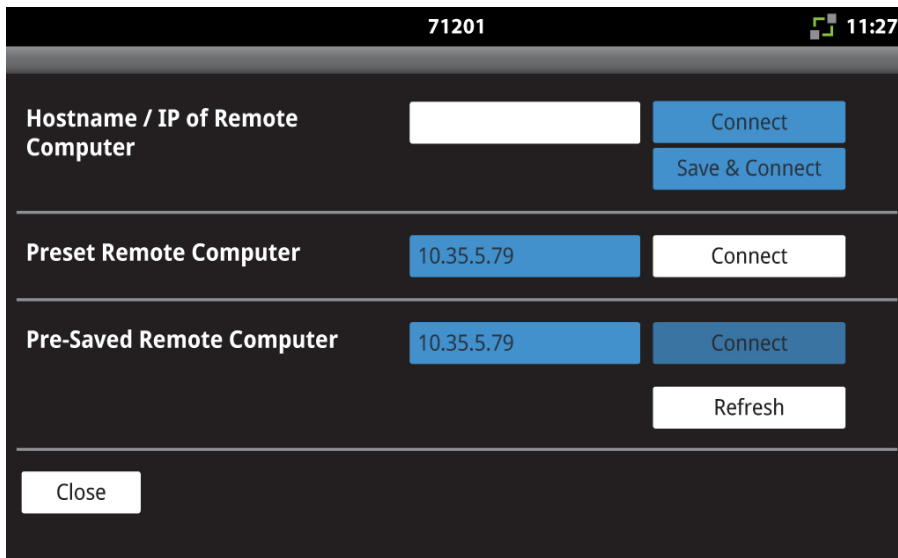


**Note:** When you are in a video call, you will no longer see your video participants. The desktop pre-empt any video images. They also cannot see you.

### Pre-Saved Remote Computer

To make remote desktop access easier to use, you can save your computer's IP address/host name to a USB flash drive.

1. Insert a flash drive into the UC360.
2. Tap  on the UC360 screen
3. Press the RDP icon on the Launch App Shared Mode screen.
4. Enter your computer's IP address in the top text box of the RDP screen and press **Save and Connect**.



Your computer's hostname/IP address is saved in a file called *uc360RPDID* on your flash drive.

You can now plug your flash drive into any UC360 and it recognizes the file. You will see your IP address appear in the third section of the screen above, **Pre-Saved Remote Computer**. Press **Connect** to access your computer.

If you open the RDP screen before inserting the your flash drive, press the **Refresh** button to check for any newly-inserted flash drive.

To overwrite the host, enter the new hostname in the top section and press **Save & Connect**. A dialog box will ask you to confirm overwriting of the old hostname.



## Using SmartOffice

PicseI® SmartOffice™ suite provides access to MS Office applications, including PDF and Microsoft 97-2010 Word, Excel and Power Point file formats. You can use SmartOffice to access any of your presentations on a USB flash drive or SD card, as well as access to the Dropbox™ and Google® Docs.



### Launching SmartOffice

You can launch SmartOffice in a variety of ways, depending on your use:

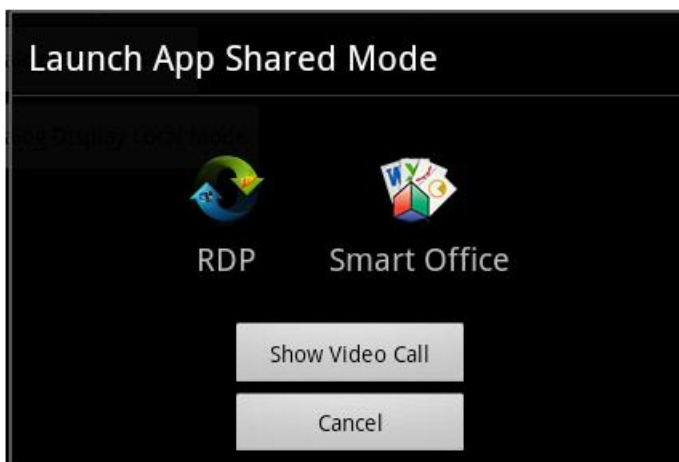
#### Non-shared Use

- Press  to display the Menu bar, then press **App** 

#### Shared Use

- Tap  on the UC360 screen
- Or press Menu, then **Share App** 

The Launch App Shared Mode or Non-Shared Mode screen is displayed.



Once you select SmartOffice, you will see the following splash screen



Next, you will see a screen, similar to the one below, allowing you to use the SmartOffice browser to navigate to the document and application you need to use:



### Accessing Help on SmartOffice

Click on the Help icon in the top menu bar to launch the Help document for full details on using the particular user interface for the application you are using in the SmartOffice.

---

## Basic Rules on How Presentation Sharing Works

- You can share any application. Sharing means displaying the app on the UC360 primary screen, and on the HDMI device and transmitting it via video stream to all remote conference call participants who are video capable. (This is available on Video option only.)
- Once you share your desktop/app, video images of participants are no longer available.
- The audio output from applications running on the UC360, whether shared or not, is always played to the UC360 built-in hands-free speaker. The HDMI device speakers are not used for playing media. Ensure the volume is muted or turned down to its lowest level.
- You can use the external mouse and keyboard or the touch screen on the UC360 to navigate the application, for example, a Power Point presentation.
- While your desktop/application is displayed on the in-room HDMI display, it is **mirrored** to the participants.
- If a call comes in, or you press Home or Back button, the last image is captured as a freeze frame and is displayed on the in-room HDMI device as well as to the remote participants. The application is no longer interactive. It is in the **freeze** state.
- You can resume the desktop/application by pressing the Share Application icon; your desktop resumes interactive mirroring.
- The Home or the Back button is the normal way to freeze the shared application and return to the Conference App. This allows you to perform other activities on the UC360 while your desktop is frozen.
- You can share an application to the HDMI device while running a different application on the UC360 LCD screen; however, you cannot concurrently switch between them on the HDMI device.

## HDMI Screen Layouts

Section to be added.

## Using Piscal SmartOffice

SmartOffice supports the following applications:

- File Browser
- PDF Viewer
- Word Viewer/Editor
- Excel Spreadsheet Viewer/Editor
- PowerPoint Presentation Editor/Viewer

It supports PDF and Microsoft 97-2010 Word, Excel and PowerPoint file formats. There are some restrictions with the current file type support for password protected files – only encrypted PDF files are supported. The list of supported file extensions are listed below:

- txt
- rtf
- doc
- docx
- xls
- xlsx
- ppt
- pptx
- pdf

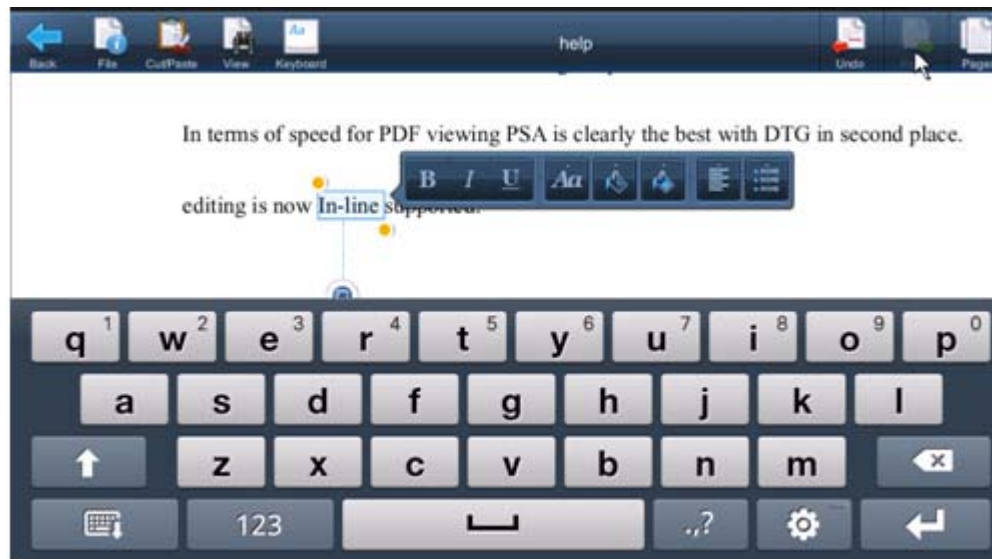
### Accessing Help on SmartOffice

Click on the Help icon in the top menu bar to launch the Help document for full details on using the particular user interface for the application you are using in the SmartOffice.

### Editing User Interface Basics

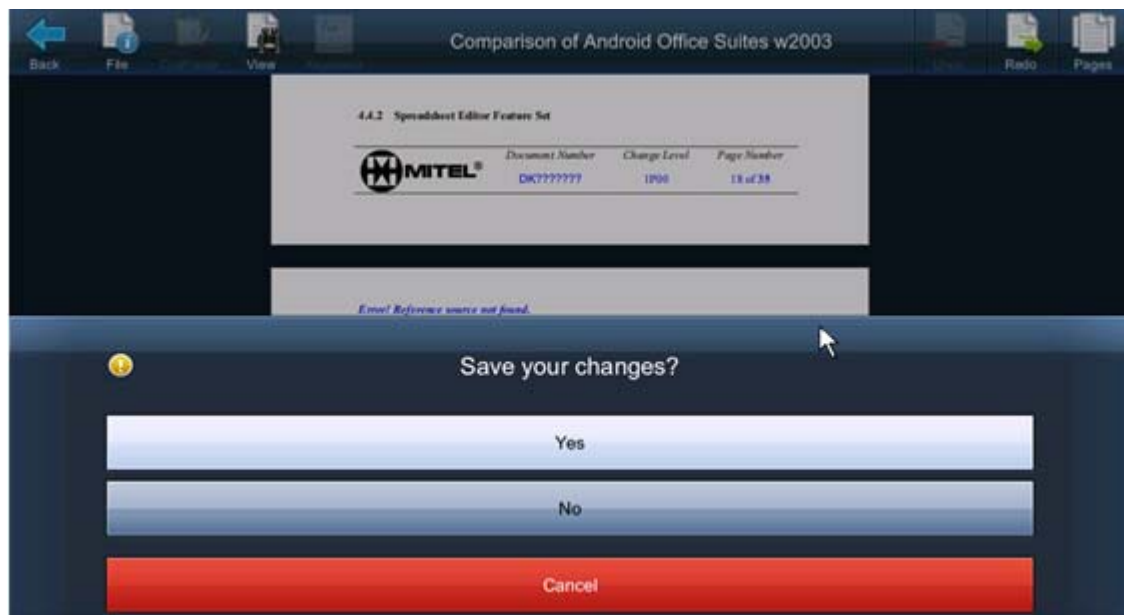
All files types other than PDF can be edited using a common user interface. Single tapping with a finger or using a mouse will insert an edit cursor. Type using the on-screen touch keyboard or hide that keyboard, and use your keyboard.

Double tap a word to select it.



The on-screen popup bar can be used to modify properties of the selected text, such as the font. Cut/Paste can be used to launch another popup menu to copy/cut/paste the selected text.

You can save the document using one of the file icon options or by pressing the Back key to exit the editor. You will be offered an option to save or discard changes if there are any unsaved changes.



For more information, press the Help icon in the top menu bar for detailed instructions.





# CHAPTER 6

## UC360 CONFIGURATION



## Introduction

This chapter describes how to launch **Settings** and configure advanced settings for the UC360.

Refer to the following documents for more information:

- *UC360 Installation Guide* for instructions on physically connecting the UC360 Collaboration Point
- *UC360 Engineering Guidelines* for information on various configuration settings

## Launching Settings

1. Press  to display the Menu bar
2. Press Settings 

The following screen is displayed:



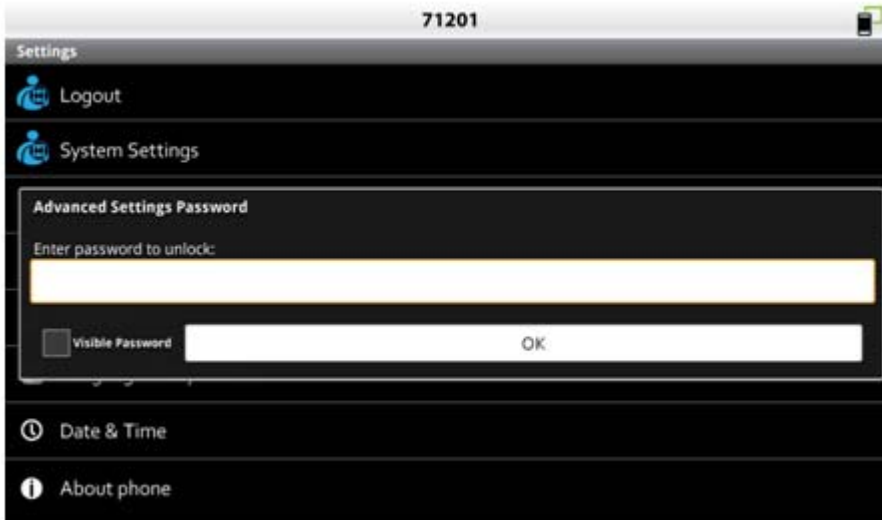
For the User settings, see “Adjusting Brightness” on page 13 and “Using Clean Mode” on page 14.

For Advanced settings, see “Advanced Settings” on page 54 on the next page.

## Advanced Settings

1. From the Settings menu, press Advanced.

The following screen is displayed.



2. Enter the password. The default password is admin.
3. Press **OK**

The Advanced Settings screen is displayed.




You have the following choices:

- Logout
- System Settings
- Display (see “Screen Saver” on page 72)
- Applications
- Storage
- Language & Keyboard (see “Language Support” on page 73)
- Date and Time
- About phone

If you forget the password, you can hold down the Back key for 5 seconds. This will launch a Mitel customized Factory Data Reset window which requires confirmation before resetting the phone to factory data defaults. See “Factory Reset” on page 71.


You may cancel out of the Factory Data Reset at this screen in the standard way by using the Back key. Reset to factory defaults allows the administrator access to the unit using the default password. Once reset, the software load reverts to the factory load, and the UC360’s site-specific settings will need to be reconfigured.

## Configure System Settings

1. Press Settings 
2. Press Advanced
3. Press System Settings

You can set/adjust the following settings:


- SIP Settings
- Network Settings
- LDAP/AD Settings
- Dial Plan Settings
- Advanced Settings Password
- RDP Settings
- Camera Settings
- Country Variant
- Backup Import/Export
- Upgrade System S/W
- Debug Settings
- Factory Reset

You can press the HOME key  or the Back key twice to quit out of **Settings** and return to Conference app.

## SIP Settings

### Prerequisites

- Before configuring SIP settings, ensure that MCD programming is completed. See “MCD Programming Required (TBD)” on page 74.
- Obtain the Server address name, User Name, and Login Name from the User and Device Configuration form.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press SIP Settings

See the information below for the parameters to configure. For a list of all the settings and their default options, see the *UC360 Engineering Guidelines*.

### Account

Under **Account**, set the following parameters:

- Server Address — the IP address (IPv4) or the FQDN format address of the SIP server.
- Username — the SIP user’s ID. It is the DN (extension number) assigned on the SIP server.
- Display Name — the displayable caller name, e.g. John Brown.

### Authentication

Under **Authentication**, set the login name and password.

### Transport

Under Transport, enable or disable the following setting:

- UDP — the UC360 should be configured for UDP.
- TCP/IP

### Media

Under **Media**, set the following parameters:

- Audio CODEC List — specify the preferred order for audio CODEC usage. Refer to the section on CODECs and bandwidth in the *UC360 Engineering Guidelines* for more information.
- Video CODEC List — specify the preferred order for video CODEC usage.
- Packet Time — set the preferred packet time from 20 ms to 100 ms in 10 ms increments. A packet time of 20 ms is recommended. **Note:** Certain CODECS may only operate in 20 ms increments.
- DTMF Mode — the UC360 sends DTMF signaling both in-band and out of band.
- DTMF Payload — set the In-Band payload number to a value between 96 and 127. 101 is the default value. It is recommended to leave this at the default value. For third party SIP servers, consult the vendor's documentation as to how to set the DTMF Payload value.

### Registration Time Out

This is the SIP registration time out value in seconds. It is recommended to leave this at the factory default setting of 3600 seconds.

### Proxy Server Address

This is the SIP Proxy server IP address (IPv4).

### Keep Alive Interval

This is the SIP keep-alive interval in seconds. It is recommended to leave this at the factory default setting.



## Network Settings

If installing the UC360 with a 3300/MCD, it may be easier to use static VLAN and QoS values by manually entering the information into the UC360 Network Settings menu rather than obtaining parameters via DHCP or other methods.

However, if you choose to have a DHCP server provide these values to the UC360, it should be noted that the 3300/MCD DHCP server may not support a field for defining L2 and L3 QoS values for Multimedia Conferencing. In this case, the L2 and L3 QoS values for Multimedia Conferencing will need to be statically programmed.

See the *UC360 Engineering Guidelines* for details on the various network settings.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Network Settings

The following options are available as listed below.

### View Current

All the items below are initially retrieved from the DHCP, except the MAC address. Some of these options may be overridden by the Static settings.

### Modify Static

Modify these values based on your network requirements.

### 802.x Protocol

802.1X Settings can be set as required or left blank.

### Hardware


No changes required.

### Tools and Features

No changes required.

## LDAP/AD Settings

For corporate directory access, the UC360 will use LDAP. You can configure the LDAP Server Settings, LDAP Server updates, and the LDAP Translations Plan.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press LDAP/AD Settings

### LDAP Server Settings

You can enter the following information below in order to login and retrieve the corporate directory list:

1. Select LDAP Server Settings
2. Enter the following information:
  - Directory Server IP Address or Host Name
  - LDAP Search Directory (see “LDAP Search Directory” on page 61)
  - Communication Security Type (None/SSL/StartTLS )
  - User Login
  - User Password
3. In order to load a new LDAP directory, you must clear the previously-loaded contacts first.
4. Go to **Settings -> Advanced -> Applications -> Manage Applications -> All -> Global Contacts -> Clear Data**

#### *Enable/Disable Use Pictures*

- The **Use Pictures** option turns on/off pictures displayed in the Contacts application. This is to support situations where the global contacts database does not have any profile pictures.

#### *Enable/Disable Connect to MBG*

- There is a connection between the UC360 and the Active Directory via the MBG server for Mitel security purposes.
  - Select the **Connect to MBG** option to connect to the MBG server.
  - The MBG server IP address must be programmed.

## LDAP Search Directory

The LDAP Search directory field can be programmed using LDAP attributes to search for the specific directories or using wildcard \* to search for all directories. See the examples below.

- Search for the list in directory **UC360 Users** - Use ou=UC360 Users
- Search for the list in directory **NA -> Users Accounts** - Use ou= User Accounts, ou=NA
- Search for the list in all directories - Use \*



## LDAP Server Updates

This option allows the UC360 to get contacts list updates from Active Directory. You have the following choices to get the updates.

### *Get updates now*

- From the LDAP Server Updates menu, press **Get updates now**.

The Contacts list will be updated right away.

### *Schedule updates*

- From LDAP Server Updates menu, press **Schedule updates**.

This allows you to schedule the date/time for getting updates automatically from Active Directory.

Use the Clear button to clear out the current settings in order to schedule a new date and time.

### LDAP Translations Plan

1. Press LDAP/AD Settings
2. Press LDAP Translations Plan
3. Enter the rules for the LDAP Translations Plan

The translation plan appends dialing prefixes to phone numbers that are contained in the LDAP/AD directory so that they are directly dialable on the connected phone system.

The translation plan has five programmable rules and prefixes for the following generic digits dialing shown below


- 4 digits dialing
- 10 digits dialing
- 1+10 digits dialing
- International digits dialing

If having more rules, the editable boxes of rule1, rule2 ... rule5 can be used to program more rules using semicolon " ; " as separator.



## Dial Plan

The administrator can program a dial plan. This dial plan will be stored in the database and restored automatically when UC360 is up and running.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Dialing Plan
5. Enter the rules for the various dialing plans

The dial plan table has five programmable rules for the following generic digits dialing shown below

- 4 digits dialing
- 10 digits dialing
- 1+10 digits dialing
- International digits dialing

If having more rules, the editable boxes of rule1, rule2 ... rule5 can be used to program more rules using semicolon " ; " as separator.



**Note:** The Dialing Plan does not restrict dialing, but facilitates dialing by eliminating the wait for the inter-digit time-out.




The screenshot shows the 'Mitel Dial Plan Settings' screen with five rules defined:

Rule	Pattern
Rule 1	XXXX;XXXXX
Rule 2	613xxxxxxx;714xxxxxxx
Rule 3	xxxxxxxxxx
Rule 4	1xxxxxxxxxx
Rule 5	011x

At the bottom of the screen are 'Save' and 'Cancel' buttons.

## Advanced Settings Password

You need to enter a password to access Advanced Settings.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select Advanced Settings Password


A window opens allowing you to enter a new password.

5. Enter the new password.
6. Re-enter the password to confirm the password.
7. Select the option for Visible Password, if desired.
8. Press OK.

The password must be between 4-10 characters in length and is case sensitive. The default password is admin.


## RDP Settings

The RDP Settings allow you to set a Preset Remote Computer for UC360. This allows the user to press a Connect button and open the RDP session for the Preset computer.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select RDP Settings
5. Enter the computer's Hostname or IP Address
6. Press Close.

See "Sharing Presentations" on page 40 for more information.

## Camera Settings

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Camera Settings

The Network camera has the following settings:

- Enabled - Allows the ethernet camera to be enabled or disabled.
- IP Address/Host Name
  - This is the IP address (IPv4) or host name of the ethernet camera. The IP address may have previously been manually programmed into the ethernet camera or the camera may have obtained the address from a DHCP server.
  - If a DNS server is being employed, then the ethernet camera can be addressed with the host name of the camera. The DNS server will perform the IP address lookup based on the host name.
  - If the camera is using DHCP, then use the camera manufacturer-provided utility to find the IP address.
- Username - Sets the username for access to the ethernet camera.
- Password - Sets the password for access to the ethernet camera
- Brightness - Adjust the brightness of the ethernet camera

See Ethernet Cameras in the *UC360 Engineering Guidelines* for detailed information.



## Country Variant

The Country Variant option allows you to select a specific country or region in order to enable the progress tones for that country.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Country Variant
5. Select the country for which progress tone are required.


The UC360 can be configured to generate country-specific call progress tones. Tone plans for the following counties and/or regions are supported.

- Australia
- France
- Germany
- Italy
- Latin America (Argentina, Chile, Mexico)
- Netherlands
- New Zealand
- North America (Canada, USA)
- Portugal
- Spain
- UK

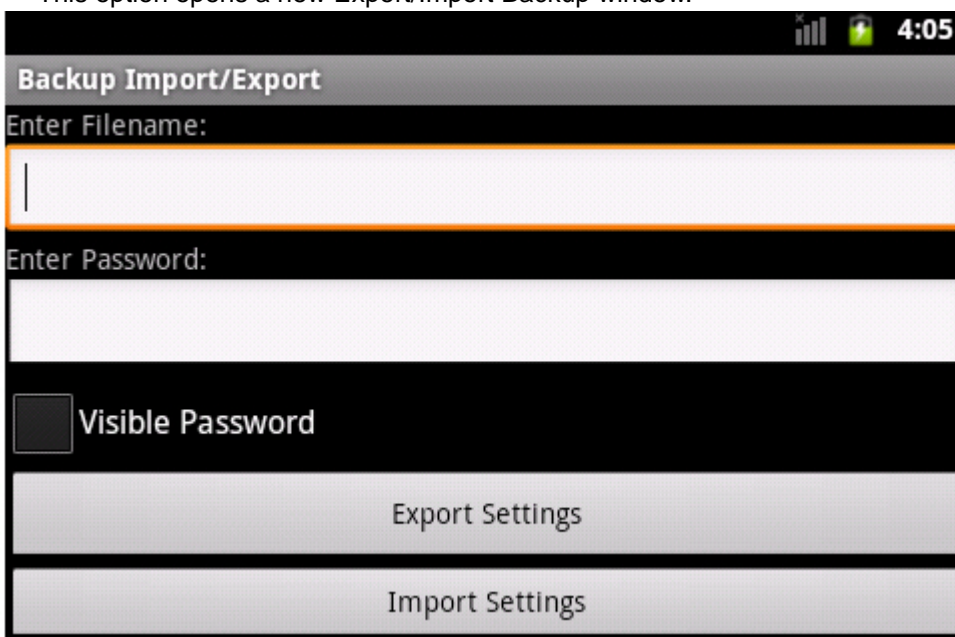
In some cases, the UC360 can be deployed in countries that are not included in the above list. In these cases, regional office personnel will be able to suggest the country selection that will provide the most suitable tone plan.

## Backup Import/Export

To use the Backup Import/Export setting:

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Backup Import/Export
5. Insert the SD card

This option opens a new Export/Import Backup window.



This window has two options:

- You can export/save a backup of the current settings to a file on the SD card.
- You can import/load an existing backup of settings from a file on the SD card.



**WARNING: MAKE SURE YOU UNMOUNT THE SD CARD BEFORE REMOVING IT.**


---

### Unmount SD Card

1. Press Settings -> Advanced -> Enter password -> Storage
2. Press Unmount SD card, then press OK
3. Remove the SD card

## Upgrade System Software

To upgrade system software:

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select Upgrade system S/W

You have several options for upgrading the system software as new software loads from Mitel become available: SD Card or HTTP.

### SD Card Upgrade

The SD card must contain the file named upgrade.xml and the upgrade file package, typically named update.zip, in the top-level folder. Mitel will supply these files with each new software load. The upgrade.xml file name will contain the new software load version.

1. Insert the SD card with the software upgrade
2. Select Upgrade system S/W now
3. Select SD Card

You will see a series of messages. This can take several minutes; the UC360 will power off and then on. The UC360 will reboot and load the new software.

4. Unmount the SD card (see “Unmount SD Card” on page 68)

### HTTP Server Upgrade

1. Select HTTP Server Address and enter the IP address of the HTTP server where new software loads are stored.
2. Select Upgrade system S/W now
3. Select HTTP

You will see a series of messages. This can take several minutes; the UC360 will power off and then on. The UC360 will reboot and load the new software.

## Debugging Settings

1. Press System Settings
2. Press Debug Settings
3. Select Turn on/off debugging

A screen is displayed with several options. You have the option of turning on/off debug logs, selecting options on the level of logging, and copying logs to an SD card.

## Factory Reset

1. Press System Settings
2. Select Reset to Factory Default

You will be able to cancel out of the window or confirm that the UC360 will have all the settings return to the factory defaults, including the password. The following items will be included.

- Default password
- Default network settings
- Default SIP settings
- Default volume
- Default screen brightness
- Debug logging default will be OFF
- Default screen saver timeout value

You will have the option to also reset the current software load back to the original factory load that shipped with the unit.



**WARNING: BACK UP THE CURRENT UC360 SETTINGS TO AN SD CARD BEFORE RESETTING TO FACTORY DEFAULTS.**

---

## Screen Saver

To access the Screen Saver settings:

1. Press Settings, then press Advanced
2. Press Display

You can configure the Screen Saver timeout interval by selecting one of the mutually exclusive radio button options: 15 seconds, 30 seconds, 1 minute, 2 minutes, 10 minutes and 30 minutes. The default timeout is 2 minutes.

The screen will timeout if the phone is continuously idle for the time-out period that was configured. This means that none of the following events occur: touch, key press, incoming call, on a call, or share presentation. The administrator will be logged off.

When the timeout occurs, the screen will go dim and the blue LEDs on the conference unit will flash in a clockwise rotating pattern. Each LED is on for two seconds until there is a user activity or an incoming call is received. The followings actions would be considered as a user activity:

- Touch the screen
- Click or move the USB mouse
- Press any keys on the USB keyboard

## Language Support

To access the Language Support settings:

1. Press Settings, then press Advanced
2. Press Language & keyboard
3. Press Select language

You can select a keyboard language independent from the displayed language. For example, the displayed language could be English but the keyboard language could be French. It is also possible to have multiple keyboard languages selected. The user swipes the spacebar key to switch the keyboard language.

The UC360 supports the following languages:

- Deutsch
- English
- Espanol (Espana)
- Espanol (Estados Unidos)
- Francais
- Italiano
- Nederlands
- Portugues (Brasil)
- Portugues (Portugal)

## MCD Programming Required (TBD)

This section describes the MCD settings for the UC360.

Refer to the **MCD System Administration Tool Online Help** for detailed instructions on how to program SIP Device Capabilities on the MCD system.

Final settings for MCD will be included in the final draft for GA.



## User and Device Configuration

Configure the UC360 as a UC Endpoint in the MCD.

- First, create a user account and assign the correct device type for the UC360. See the example below.

The screenshot shows the Mitel MCD interface for configuring a user. The user is Peter Hillier, with DN number 74976. The device type is set to UC Endpoint. The interface is divided into a left navigation pane and a main configuration area.

**User Profile:**

Last Name	Hillier	Role	No Role
First Name	Peter	Language	English
Department		Email	
Location		IDS-Manageable	<input checked="" type="checkbox"/>

**Service Profile:**

Number	74976	Directory Name	Hillier, Peter
Hot Desking User	No	Prime Name	<input type="radio"/> No <input type="radio"/> Yes
Device Type	UC Endpoint	Privacy	<input checked="" type="radio"/> No <input type="radio"/> Yes
Service Level	Full	Home Element	lpx415
Local-only DN	<input type="checkbox"/>	Secondary Element	Not Assigned
ACD Enabled	<input type="checkbox"/>		

Fill these fields:

- Last Name:
- First Name:
- Number: The DN number. This number should be same as the one configured in "Login Name" under "SIP Setting" in UC360.
- Device Type: UC Endpoint
- Then click **Save** button.

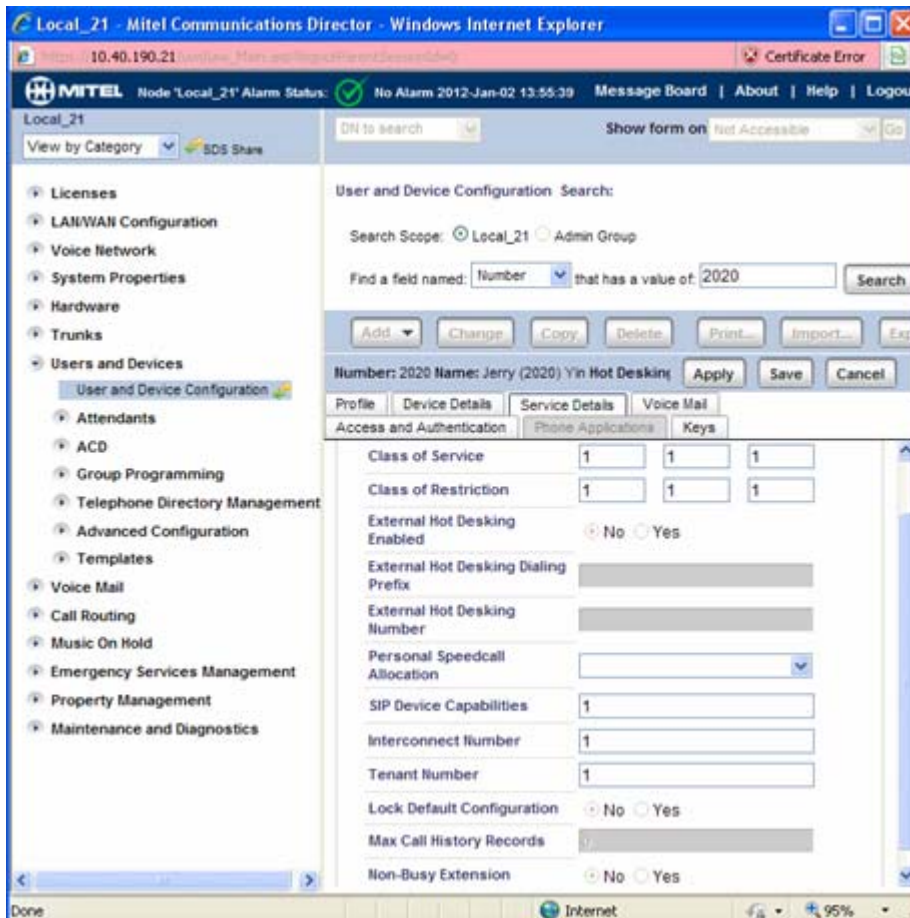
## SIP Service Selection

1. In the **User and Device Configuration** window, click on the tab "Service Details".

You will see the window shown below.

2. Input number 1 to 60 in the field **SIP Device Capabilities**.

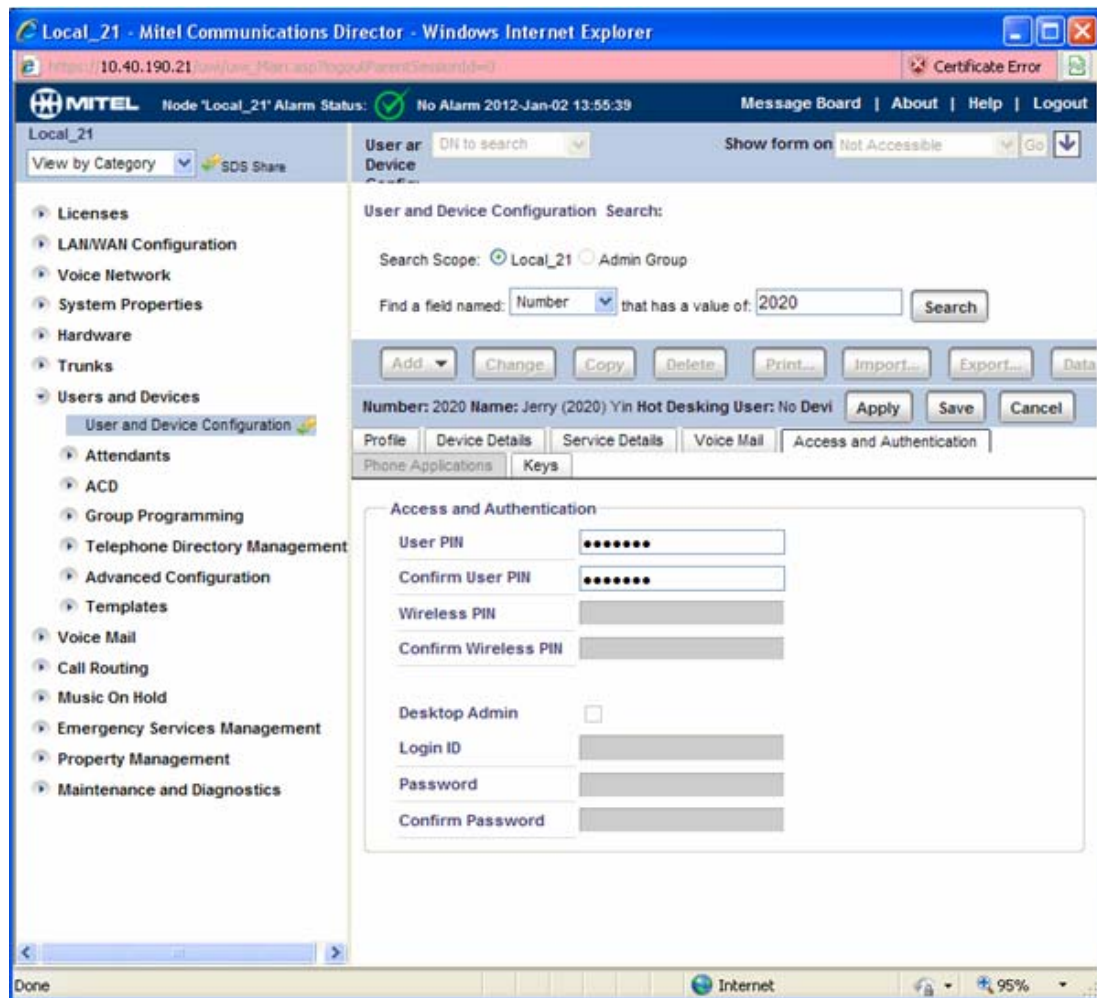
The default is 71. This number is associated with the SIP Device Capability defined in SIP Device Capability.



## Access and Authentication

1. Click the **Access and Authentication** tab.
2. Configure the pin number.

This number should be same as the Login Password configured in your UC360.

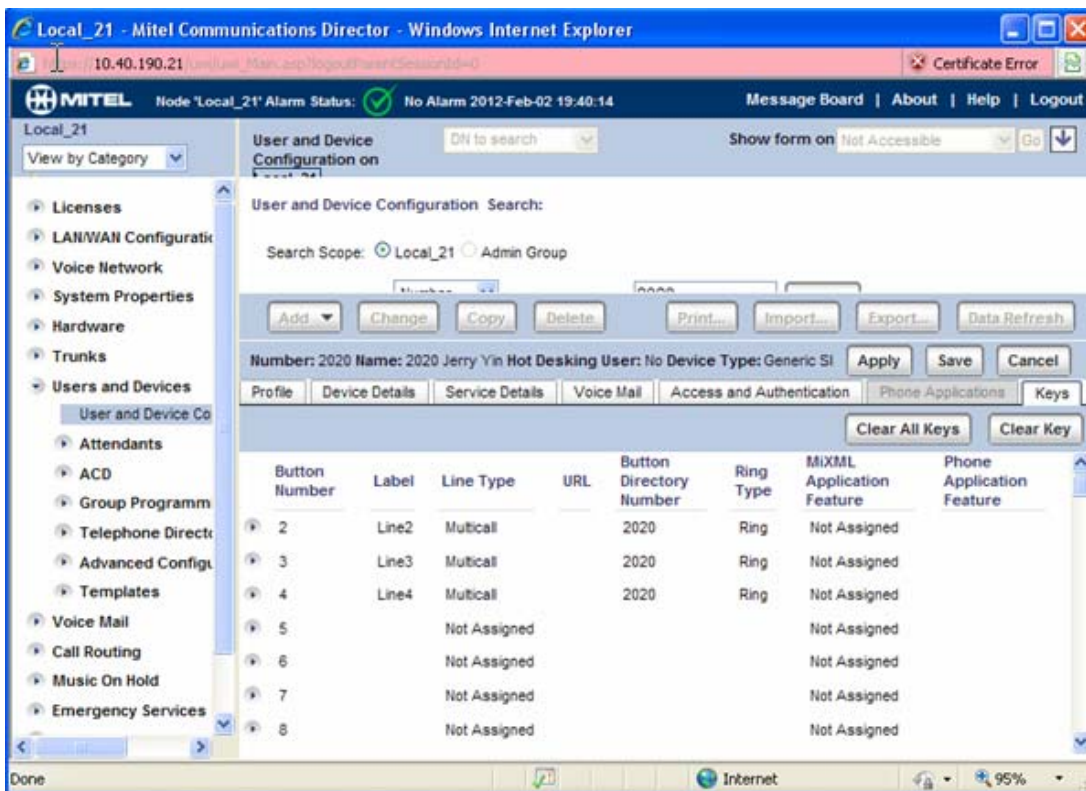


## Multiline Support

In order to support the multi-line conference, you need to program the multi-call feature in the MCD.

- Click the "keys" tab in the user account window.

You will see the window like this:



If the keys are not programmed, you need program at least four lines so that the UC360 can support conference calls. You need to program the following fields:

- Label: Any string
- Line Type: Multicall
- Button Directory Number: Same as your DN
- Ring Type: Ring

## SIP Device Capabilities

You can find this form from View Alphabetically -> SIP Device Capabilities.

Select the number you programmed in SIP Service Selection. Please note that multiple UC360's can use the same number configured in the form.

In this example, we use the 71 for the UC360.

### Basic

TBD

### SDP Options

TBD

### Signalling and Header Manipulation

TBD



---

GLOBAL HEADQUARTERS	U.S.	EMEA	CALA	ASIA PACIFIC
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +61(0) 2 9023 9500
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +61(0) 2 9023 9501

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