

Mitel

Live Business Gateway

Mitel® Live Business Gateway enables you to place and receive calls from the Microsoft® Lync® client and the Microsoft Office Suite using your Mitel desk phone. After the system administrator starts Live Business Gateway, you can make and receive calls through the easy-to-use interface. When you receive calls, a Call Announcement display window pops up on your monitor to provide an additional interface for accepting and forwarding calls. DSS/BLF keys are now also supported.

This guide includes procedures for basic call functions. It applies to Lync Server 2010 and the Lync client, and to Office Communications Server 2007 R2 and the Office Communicator client. This guide focuses on the Lync client. For more information about Lync, refer to the Lync client help file and to the Microsoft Lync Server 2010 documentation at www.microsoft.com

To log on to the Lync client:

1. Start the Lync client.
2. On the **Connect** menu, click **Sign In**.
3. Type your username and password and click **Sign In**.

To configure your user profile in the Lync client (mandatory):

1. From the **Tools** menu, select **Options**.
2. On the **Personal** tab, type your sign-in address and set personal preferences.
3. On the **Phones** tab, click **Work Phone** and/or **Mobile Phone**, type Line Field information provided by your system administrator, and click **OK**.
4. Select the **Enable integration with your phone system** check box and click **OK**.

To specify a preferred calling device: (OCS 2007 R2 users only)

1. From the **Call Forwarding** menu, select **Call-Forwarding Settings**.
2. After **Outgoing Calls**, select **Phone** or **Computer**.

Phone: Typically used by employees in the office who are using the Lync client to control their Mitel IP desk phones

Computer: Typically used by employees away from their desks or travelling who are using the Lync client in softphone mode

Note:

For OCS 2007 R2 users who are set up for both desk phones and softphones, setting the preferred calling device also changes the preferred audio device for incoming calls.

If you are a OCS 2007 R2 user who is set up for both a desk phone and a softphone, you may occasionally receive two incoming call notifications for the same call. To answer the

call using your phone, select the call notification that displays “Unidentified Caller”. To answer the call using the Communicator client, select the call notification that displays “+xxxxxx”.


Contact your system administrator to verify if you have been enabled for both a desk phone and a softphone.

Note: Lync client users are unable to change their preferred calling device: it can only be changed at the administration level.

To accept a call:


- In the **Conversation** window, in the call invitation alert, click the caller’s name.

To make a call:

1. In the **Contact** list, click the contact’s **Call** button, *or* in the **Search** box, type a phone number using the same format you use when dialing with the phone keypad.
2. Click the **Call** button  adjacent to the number in the search results.

Note: If you dial a busy, invalid, out of service, or DND number, the Lync client displays the Calling state, enabling you to terminate the call from the Conversation window.

To place a phone on Call Forward:

1. In the Lync client, click  (Call Forward).
2. Click **Call Forwarding Settings** and select **Forward calls to**.
3. Click **Configure** and specify call forwarding information.

Note: If you set Call Forward on your phone, the status is not updated in the Lync client window. Lync overrides call forwarding on Mitel phones.

To forward (redirect) a received call rather than answer it:

- In the **Call Announcement** display, after **Redirect**, select the number to which you will forward the call.

To add a number to the Redirect list:

1. From the **Tools** menu, select **Options**.
2. On the **Phones** tab, add phone numbers.

To hang up a call:

- In the **Conversation** window, click  (End Call).


To place a call on Hold:

- In the **Conversation** window, click  (Hold).


To remove a call from Hold:

- Click the **Resume Call** button.

To transfer a call using a Single Step Transfer:

1. In the **Conversation** window, click  (Transfer).
2. Select the transfer option and type a phone number, or select the contact to whom you will transfer the call.
3. Click **OK**.

To transfer a call using a Consultation Transfer:

1. While on a call in the Lync client, type a number or select a name to start a second call and press **Enter**. The first call is put on hold and a second Conversation window opens.
2. When the new party answers, click  (Transfer) to transfer the call.
3. Select the original caller.

