NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

Mitel, UC360 are trademarks of Mitel Networks Corporation.

Adobe Acrobat Reader is a registered trademark of Adobe Systems Incorporated.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.
# Chapter 1: About the UC360

- About the UC360 ................................................................. 2
- Main Screen - Conference App ........................................... 3
  - Function Keys ................................................................. 3
  - Menu Bar ........................................................................ 4
  - Action and Display Control Icons ................................. 5
  - Status Bar ....................................................................... 6
  - Network Health ............................................................... 7
  - Ethernet Trace ................................................................. 7
- Using Gestures ................................................................. 8
- Customizing the UC360 .................................................... 8
  - Activating the UC360 Display ........................................... 8
  - Adjusting the In-Call Volume .......................................... 8
  - Adjusting the Ringer Volume .......................................... 8
  - Adjusting Brightness ...................................................... 8
  - Optional Settings ............................................................ 9
    - Sound/Keyboard Click .................................................. 9
    - Keypad Home Screen ................................................ 9
- Using Clean Mode ........................................................... 10
- Unmounting Media .......................................................... 10
- Using the Keyboard .......................................................... 10

# Chapter 2: Introduction

- Introduction ................................................................. 12
  - UC360 Product Variants ............................................... 13
- About This Document ...................................................... 14
  - Related Documentation .................................................. 14

# Chapter 3: Conference App

- Introduction ................................................................. 16
  - Emergency Calls ........................................................... 16
Accessing Help ............................................................... 16
Making a Conference Call ................................................. 17
Making an Audio Conference Call ....................................... 18
Adding Calls to a Conference ............................................. 19
About Incoming Calls ..................................................... 20
Placing a Conference Call on Hold ..................................... 21
To talk with a caller privately ............................................ 21
Muting a Conference Call ................................................ 22
Ending a Conference Call ................................................ 23
Additional Information You May Need to Know ...................... 24
Audio Calls ................................................................. 24
Conference Call Avatar .................................................. 25

Chapter 4:
Contacts App

About Contacts ............................................................. 28
Using the Keypad .......................................................... 29
Dialing a URI .............................................................. 30
What is a URI? ............................................................ 30
CHAPTER 1

ABOUT THE UC360
About the UC360

Read this chapter to learn more about the UC360 and how to use it.
Main Screen - Conference App

The high-resolution touch screen and simple finger gestures make it easy to use the UC360.

Function Keys

<table>
<thead>
<tr>
<th>Function Button</th>
<th>Press to ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Go to the Home screen</td>
</tr>
<tr>
<td>Menu</td>
<td>Display the Menu bar. See the “Menu Bar” on page 4</td>
</tr>
<tr>
<td>Back</td>
<td>Go back one menu or to the previous screen</td>
</tr>
<tr>
<td>Mute</td>
<td>Turn the microphone on or off</td>
</tr>
<tr>
<td>Volume</td>
<td>Increase or decrease the volume</td>
</tr>
</tbody>
</table>
Menu Bar

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

<table>
<thead>
<tr>
<th>Menu Button</th>
<th>Press to ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>Open the Settings menu</td>
</tr>
<tr>
<td>About</td>
<td>Display information about the UC360 and the product variant, hardware and software version.</td>
</tr>
</tbody>
</table>
Action and Display Control Icons

The icons on the UC360 display screen allow you to quickly and easily make calls, access contacts, and access Help.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Press to ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Phone only - Tap to open the keypad and enter numbers to make an audio call</td>
</tr>
<tr>
<td>🔄</td>
<td>Tap to open the Contacts App, select a contact and make a call</td>
</tr>
<tr>
<td>🎯</td>
<td>Opens help on any active screen</td>
</tr>
</tbody>
</table>
Status Bar

The status bar at the top of the screen displays information about the UC360 and its network.

<table>
<thead>
<tr>
<th>Status Icon/Information</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 27, 2013</td>
<td>Date</td>
</tr>
<tr>
<td>71201</td>
<td>Extension number - The number comes from the username field under SIP settings</td>
</tr>
<tr>
<td></td>
<td>Network connectivity</td>
</tr>
</tbody>
</table>
|                         | **Red**: UC360 is disconnected from the network  
|                         | **Amber**: UC360 is attempting to register with the SIP server  
|                         | **Green**: UC360 is successfully registered with the SIP server |
| Network Health Icon     | Network Health Icon (see “Network Health” on page 7)  
|                         | Indicates when the alarm threshold is reached for packet loss on calls. |
| Ethernet trace icon     | Ethernet trace icon (see “Ethernet Trace” on page 7) |
| 11:27                   | Current time  |
Network Health

You will see a network health icon displayed when the alarm threshold is reached for packet loss on calls.

The icon appears in the following locations:

- upper right hand corner next to the Network Status icon
- on a conference participant

The icon will only appear if there is congestion. If the packet loss falls below the alarm threshold during the call, the network congestion icon will disappear.

To see details while network congestion is occurring:
1. Press Menu then Settings
2. Tap Network Congestion Info.

Ethernet Trace

The UC360 is configured to allow you to manually capture traces when network impairment is detected.

1. Press Menu then Settings
2. Tap Start Ethernet Trace.

When the Start Ethernet Trace option is selected, a trace icon appears next to the network icon in the upper right hand corner. The trace icon will be visible for the duration of the trace, which is one minute.

Contact the System Administrator with details of the UC360 issue. Your administrator can also set an option so ethernet traces are captured automatically when network congestion occurs.
Using Gestures

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

<table>
<thead>
<tr>
<th>Gesture</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap</td>
<td>Simply tap your finger on what you want to interact with</td>
</tr>
<tr>
<td>Drag</td>
<td>Place your finger and drag across the screen</td>
</tr>
<tr>
<td>Scroll</td>
<td>Move page up or down quickly, right or left</td>
</tr>
</tbody>
</table>

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

Customizing the UC360

Follow the procedures below to customize the UC360.

Activating the UC360 Display

• If the UC360 screen is dark, press Home.

Adjusting the In-Call Volume

• Press the volume button during a call.

  Note: The default setting for the In-call volume is restored after only after a reboot.

Adjusting the Ringer Volume

• Press the volume button during ringing or idle.

Adjusting Brightness

1. Press Home to display the Menu bar.
2. Press Settings.
3. Tap Brightness.
4. Drag the brightness slider to the desired brightness.
Optional Settings

You can have your administrator configure optional settings for your UC360.

Sound/Keyboard Click

Your administrator can configure your UC360 with Sound so that you hear audible clicks for all selections and keyboard input.

Keypad Home Screen

Your UC360 can be configured with the keypad as the Home screen. See the guidelines below.

• You can close the keypad by pressing the X in upper right corner or by pressing the Home or Back button.
• If the Contacts App is displayed and pressing Home or Back returns to the Conference App, then the Conference App remains displayed. The home screen does not return to the keypad.
• The keypad home screen will be displayed if you do any of the following:
  - Close All Apps in the main conference view
  - Close All Apps in the Launch Application screen
  - Select "Nothing" in the Display Mode dialog.

After a dialog closes, the default keypad will display. You can close a dialog in various ways and return to the Keypad Home screen:

• Close the box at upper right
• Back
• Home
• Menu
• Incoming call
• Time-out (in the case of some of the error message dialogs)
Using Clean Mode

Use Clean Mode to clean the UC360 touch screen.

1. Press  to display the Menu bar.
2. Press Settings .
3. Tap Clean Mode.
   The touch screen is disabled.
4. When the screen is clean, hold  for 3 seconds to exit Clean Mode.

Unmounting Media

If you use a USB flash drive or SD card, unmount it before removing it.

1. Press Settings .
2. Select Unmount Media.
3. Select SD Card or USB Flash Drive.
4. Remove the SD card or USB Flash Drive.

   **Note:** If you remove a device without properly unmounting it first, you will see an icon (yellow triangle with an exclamation mark) in the status bar in the upper right corner.

The UC360 Android operating system only supports FAT formatted USB drives. USB drives with U3 formatting will not be recognized by the UC360.

Using the 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 2

INTRODUCTION
Introduction

Mitel's UC360™ Collaboration Point is an all-in-one multimedia collaboration appliance that provides multi-party audio 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 for 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 accessing files.
UC360 Product Variants

The UC360 Collaboration Point comes in two product variants:

- MiVoice Conference Unit
- MiVoice Video Unit

This document covers the MiVoice Conference Unit for use with the Clearspan system.

Audio Enabled Conferencing allows you to have up to a 4-party (UC360 and 3 parties) audio conference call and make in-room presentations to the HDMI device. In summary, it provides:

- HD audio with 4-party audio bridge
- 16 beam forming microphones

In summary, the UC360 Collaboration Point provides:

- Superior audio conferencing capability, including a beam forming microphone array
- Support for multiple file access methods, including USB Flash Drive and micro SD Card
- Audio conferences for up to four parties
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

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 and handle calls.

- **UC360 Administration Guide** - this guide provides information on how to configure the UC360 and how to configure the settings.

- **UC360 Engineering Guidelines** - this guide provides information on the UC360 engineering requirements.
CHAPTER 3

CONFERENCE APP
Introduction

This chapter provides the following information on the Conference App:

• “Making a Conference Call” on page 17
• “Adding Calls to a Conference” on page 19
• “Placing a Conference Call on Hold” on page 21
• “Muting a Conference Call” on page 22
• “Ending a Conference Call” on page 23

See “Desktop Apps” on page 47 and “Contacts App” on page 27 to learn more about other 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).

You may need to dial "8" or "9" or some other digit first. Contact your administrator for more information.

Accessing Help

Press ? on any active screen to access help.
Making a Conference Call

**Note:** Only a single bridge is supported in a conference call.
Making an Audio Conference Call

- Tap 📞 to open the keypad.
- Enter a number and then press ☎️

OR

- Tap 📞 to open the Contacts App and select a contact to call. (See “Contacts App” on page 27.)
  
The call is made.
- Tap another phone to add a 2nd or 3rd party.

You can have a maximum of three remote participants in the conference, plus yourself.

If you wish to use URI dialing, see “Dialing a URI” on page 30.
Adding Calls to a Conference

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 appears on a conference avatar.

- Tap \( \text{phone} \) to answer the call. You can talk with the caller.

When the second call arrives:
- Tap \( \text{phone} \) to talk with the caller privately.
- Tap \( \text{person} \) to add the call to the conference.
- Repeat the same steps for the third caller.

See the table below for the various actions you can take. Also, the section “Conference Call Avatar” on page 25 provides more detail on the various states of the conference avatar.

<table>
<thead>
<tr>
<th>Action</th>
<th>Press...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answers the call and you can talk with the caller privately.</td>
<td>( \text{phone} )</td>
</tr>
<tr>
<td>Adds the second and third call to the conference.</td>
<td>( \text{person} )</td>
</tr>
<tr>
<td>Ignore an incoming call.</td>
<td>( \text{x} )</td>
</tr>
</tbody>
</table>
## About Incoming Calls

- The background darkens to draw attention to the incoming call in the foreground. You can still control the conference call.
- Various buttons are visible during a call as explained in “Adding Calls to a Conference” on page 19.

<table>
<thead>
<tr>
<th>Action</th>
<th>Press...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put a private call on hold or retrieve an existing held call. The button acts as a toggle button.</td>
<td><img src="image" alt="Hold" /> <img src="image" alt="Retrieve" /></td>
</tr>
<tr>
<td>Use DTMF tones when necessary.</td>
<td><img src="image" alt="DTMF" /></td>
</tr>
<tr>
<td>End a call.</td>
<td><img src="image" alt="Hangup" /></td>
</tr>
</tbody>
</table>

**Note:** 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, the Hold button changes to Retrieve, and the text changes from "In Conference" to "On Hold..

To retrieve the held call:

• Tap to retrieve the call or press the flashing red ring on the conference avatar.

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 25 for more information.

To talk with a caller privately

• Tap Hold on the conference avatars for the individual participants.

The conference participants not on hold are still connected to each other.

• Talk to the remaining party.
Muting a Conference Call

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

You must press the Mute key on the UC360 to mute the entire conference. Audio is still enabled for the conference through the UC360.

To mute a call:

• Press the Mute key.

Any conference call and/or private call is muted. You will see a red light displayed above the mute button while muted.

The Mute key turns off the UC360 microphone, so remote participants cannot hear you. The speaker is still connected.

To unmute a call:

• Press Mute again.

To mute ALL microphones:

• Press the Mute key on the UC360.

This action mutes the UC360 microphone and any extension microphones that are connected.

The mute key on an extension microphone only mutes that microphone.
Ending a Conference Call

To end the entire conference call:

1. Press End Conference .
2. 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 .
Additional Information You May Need to Know

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

Audio Calls

- A built-in 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.

- A built-in 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 built-in UC360 conference call. The incoming call appears on a conference avatar and must be added to the conference by the UC360 user.

- The audio output from UC360 calls always goes to the UC360 built-in hands-free speakers.

- The UC360 generates audible tones to all conferenced parties whenever a user enters or leaves the call.
Conference Call Avatar

Once a number is dialed, the conference party avatar enters 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 the contact's name is unknown, "Unknown" is displayed.

On the UC360 receiving call, the user will see "Ringing". When the first call is answered, you will see the text "In Call". When the second call is answered, and joins the conference, the text changes to "In Conference".

- Once the call is answered, Hold button is enabled.
- A red ring around the photo indicates the call is on hold; the call can be retrieved by pressing the red ring around the conference avatar. See “Placing a Conference Call on Hold” on page 21.
- The End Call button is available. If End Call is pressed, the call is terminated and the conference call state returns to idle.
- Notice that the icon in the End Call button is a horizontal handset. A convention in the Conference App is that a vertical handset means answer a call; a horizontal handset means end a call.
CHAPTER 4

CONTACTS APP
About Contacts

The Contacts app automatically displays when you start a call.

• Tap on the main screen.
Using the Keypad

You can use the keypad to dial a number.

- Tap .

The following screen is displayed.

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a number</td>
<td>Type the number on the keypad</td>
</tr>
<tr>
<td>Call the number</td>
<td>Tap Call on the dial pad (Some dial plans do not require this.)</td>
</tr>
<tr>
<td>Edit the number</td>
<td>Press</td>
</tr>
<tr>
<td>To exit dial pad</td>
<td>Press X in the top menu or press the back hard key</td>
</tr>
</tbody>
</table>
Dialing a URI

The Contacts App gives you the option to dial a SIP URI (Uniform Resource Identifier).

1. Tap ![Dial URI](image)

   The following screen is displayed.

2. Enter the URI username using the format: username@hostname. The port number is optional, for example, johndavis@abc.com.

Note: The "SIP URI Dial" feature only supports dialing out from the UC360 to a cloud-based video conferencing service. SIP URI dialing between the UC360 and another video endpoint, either inbound or outbound is not supported.

What is a URI?

A SIP URI (Uniform Resource Identifier) is an addressing mechanism that is used to place a phone call to a SIP-based service; this could be another SIP end point or a SIP conferencing service.

The SIP URI is essentially a user's or service's SIP phone number. The SIP URI looks similar to an email address and uses the following format:

SIP URI = sip:x@y:Port

Where x=Username and y=host (domain or IP): port

Example: John.Smith@Mitel.Com:5060