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October | 14

Microsoft Office Unified Communications User Manual

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This document describes the configuration and functionality of the Zultys MX Microsoft Office Unified Communications feature. This feature was introduced to Zultys MX systems starting in Release 10.0

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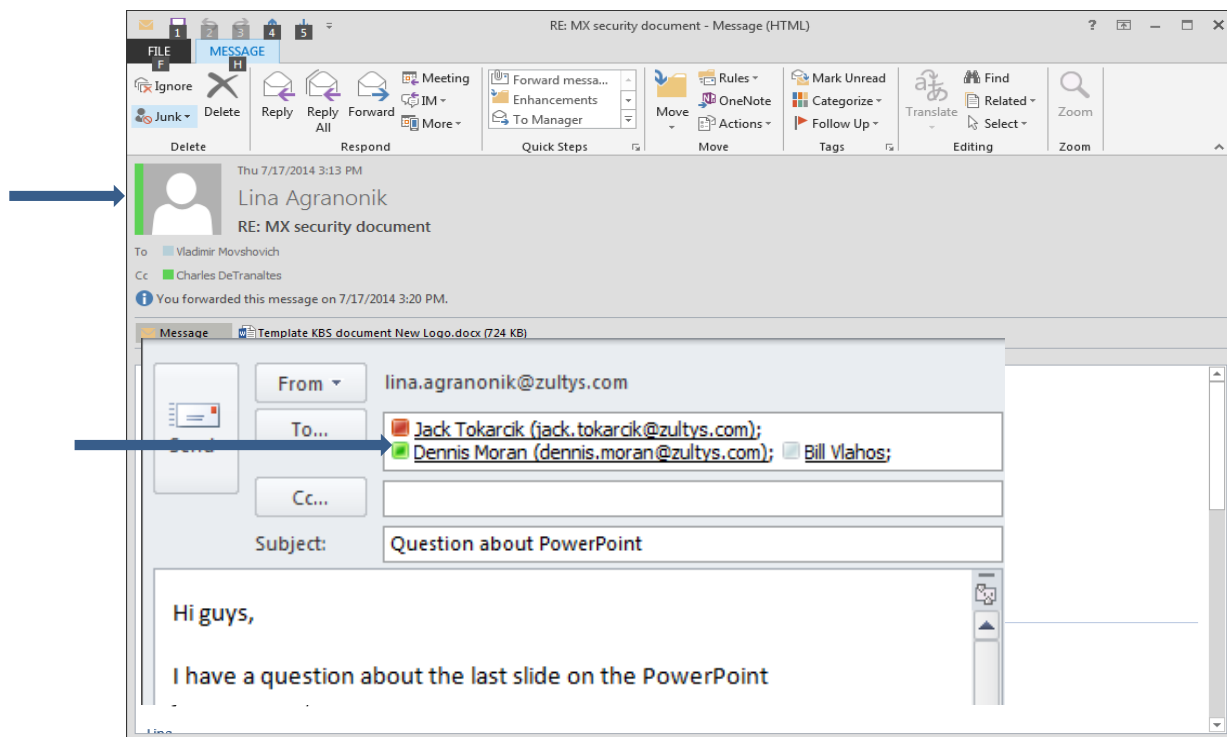
1 Microsoft Office Unified Communications

1.1 Description

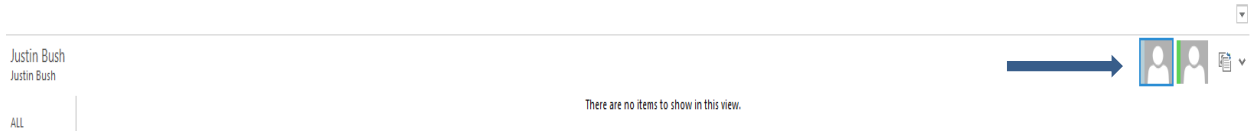
This feature allows MXIE presence information to be shared with Microsoft Outlook 2010+ versions. MXIE users' presence status can be viewed within the Outlook application without the need to view the MXIE application itself. In addition, actions such as call, Instant Message, or video call can be initiated from Outlook as well.

1.2 Operation

Once the feature is enabled, operation is inherent. Presence status is shown for all e-mail recipients in Outlook:



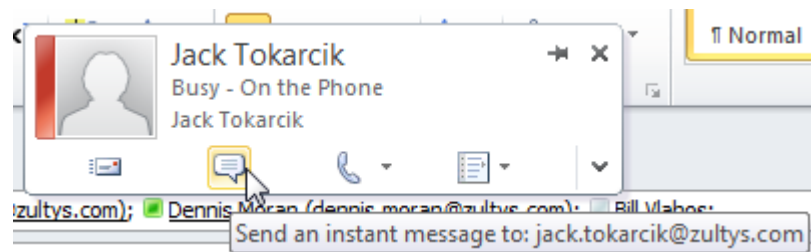
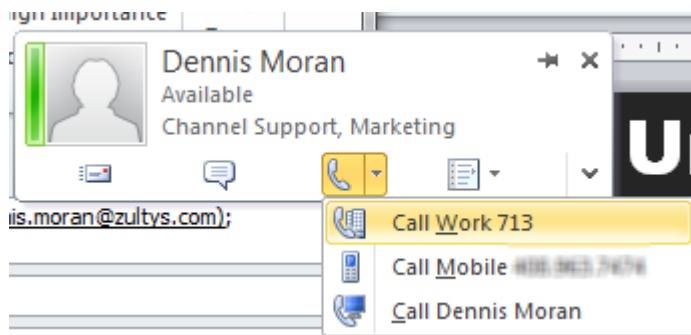
Presence Status is also shown in the People Pane of Outlook.









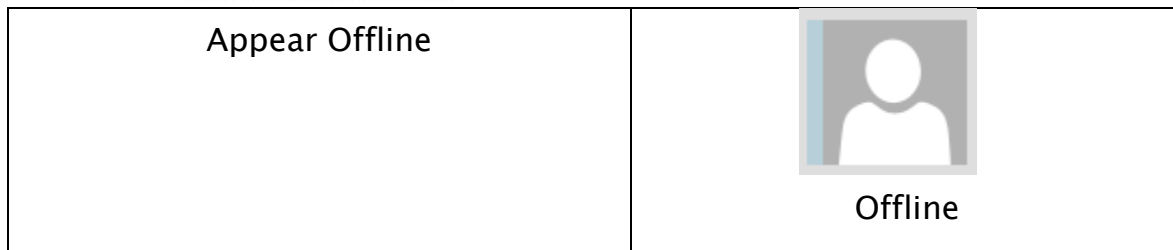
Moving your mouse over the presence area of a user will present the quick action menu:

From the quick action menu you can:

- Initiate a IM session. MXIE IM window will appear. Depending on your MXIE settings, MXIE may appear.
- Place a call to the user. MXIE will be invoked. Depending on your MXIE settings, MXIE may appear.
- Place a video call to the user using MXIE
- Send an e-mail using Outlook



MXIE Presence Status	Outlook Presence Status
Available	 Available
Not Available	 Do Not Disturb – Not Available
Busy	 Busy
At Lunch	 Away – At Lunch
In a Meeting	 Busy – In a Meeting
Be Right Back	 Away – Be Right Back



1.3 Conditions

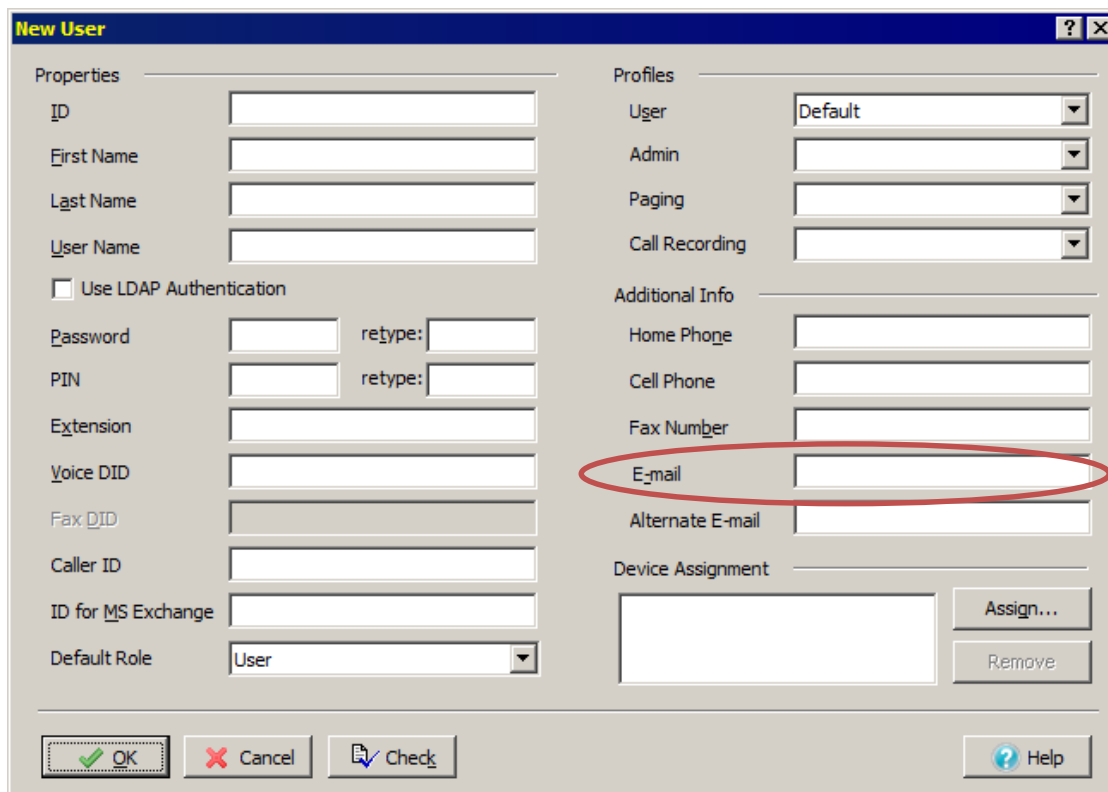
- Outlook 2010+ must be installed on the users' PC.
- This feature operates independently of Zultys Outlook Communicator or Microsoft Exchange Communicator (MSEC). Neither application is required for this feature to be utilized.
- This feature does not require an Exchange Server to be present.
- This feature does not require any additional license to operate. The only requirement is a valid user license and MXIE must be installed and running on the MX system.
- Microsoft Web based applications such as SharePoint must be run in Internet Explorer. Firefox, Chrome, Safari web browsers will not support the Unified Communications integration.
- When there is interaction with the MXIE program and MXIE is brought to focus, the MXIE preferences for focus are enforced.
- Outlook supports one direct connection presence application from external programs. If the user already has an external presence sharing associated with Outlook, Skype for example, enabling the Zultys feature will disable the Skype presence.

1.4 Administration

The E-Mail field in a User entry must be configured.

Configure\Users

In the Additional Info area, add the users e-mail address, ex:
john.smith@abc.com



New User

Properties

ID

First Name

Last Name

User Name

Use LDAP Authentication

Password retype:

PIN retype:

Extension

Voice DID

Fax DID

Caller ID

ID for MS Exchange

Default Role

Profiles

User

Admin

Paging

Call Recording

Additional Info

Home Phone

Cell Phone

Fax Number

E-mail

Alternate E-mail

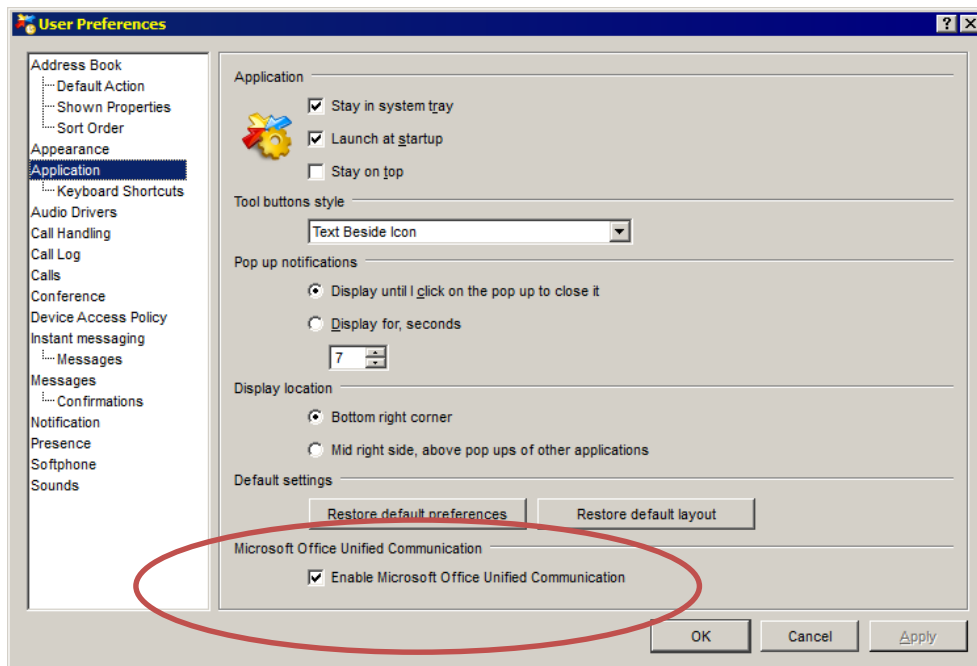
Device Assignment

Assign...
Remove

OK Cancel Check Help

The enabling/disabling of this feature is done by each individual MXIE user. The procedure is:

- Exit all Microsoft Office applications
- In MXIE, choose File\Preferences\Application
- Check Enable Microsoft Office Unified Communication
- Click OK
- Start the desired Microsoft Office application (Outlook/SharePoint, etc.)
- It may be necessary to re-start MXIE



NOTE!	The enabling/disabling of this feature may also be setup using the MXIE centralized settings feature.
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NOTE!	After a software reinstall or an upgrade, it may be necessary to restart both MXIE and Microsoft Outlook.
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Outlook Notes:

- In Outlook 2010+, click File and then Options. On the Contacts tab, under "online status and photographs" select the "Display online status". Click Ok.

