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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:

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rige Ignore	Reply Reply Fo	orward Eng Meeting	Forward messa Enhancements	Move	💼 Rules ▼ 🔊 OneNote 🗈 Actions ▼	Mark Unread Categorize * Follow Up *	Translate → Selec	ed • t •			
Delete	Re	spond	Quick Steps	Gi I	Move	Tags 🕞	Editing	Zoom			^
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To Vladimir Movsh	novich										
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Presence Status is also shown in the People Pane of Outlook.

Justin Bush Justin Bush	
	There are no items to show in this view.
411	

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





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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



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Appear Offline



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		Profiles	
ĪD		Uger	Default
<u>F</u> irst Name		Admin	•
L <u>a</u> st Name		Paging	•
<u>U</u> ser Name		Call Recording	•
🔲 Use LDAP Authen	tication	Additional Info	
Password	retype:	Home Pho <u>n</u> e	
PIN	retype:	Cell Phone	
E <u>x</u> tension		Fax Num <u>b</u> er	
<u>V</u> oice DID		E <u>-</u> mail	
Fax <u>D</u> ID		Alternate E-mail	
Caller ID		Device Assignment	
ID for <u>M</u> S Exchange			Assi <u>a</u> n
Default Role	User 💌		Remove
		,	
	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

🐮 User Preferences	?
Address Book Default Action Shown Properties Sort Order Application Keyboard Shortcuts Audio Drivers Call Handling Call Log Calls Conference Device Access Policy Instant messaging Messages Messages Messages Confirmations Notification Presence Softphone Sounds	Application Stay in system tray Launch at startup Stay on top Tool buttons style Text Beside Icon Pop up notifications Display until I glick on the pop up to close it Display until I glick on the pop up to close it Display location Bottom right corner Mid right side, above pop ups of other applications Default settings Restore default preferences Restore default layout Microsoft Office Unified Communication Finable Microsoft Office Unified Communication
	OK Cancel Apply

NOTE!	The enabling/disabling of this feature may also be setup using
	the MXIE centralized settings feature.

NOTE!	After a software reinstall or an upgrade, it may be necessary to
	restart both MXIE and Microsoft Outlook.



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.

Outlook Options	?\X
General Mail	Change how you work with your contacts.
Calendar	Names and filing
People Tasks	Default "Full Name" order: ① First (Middle) Last Default "Ele As" order: ① Last, First
Search Language	Contacts index
Advanced	Show an additional index ()
Customize Ribbon	Additional contact index Arabic
Quick Access Toolbar	Online status and photographs
Trust Center	 Pipplay online status next to name Show only names in the People peek (requires restarting Outlook) Show only names in the People peek (requires restarting Outlook)
	OK Cancel