

Eastlink Unified Communications Mobile Client for Android

Quick Reference Card

Eastlink UC Mobile Client

Eastlink UC Mobile Client is a VoIP dialing and mobile unified communications (UC) client for mobile smartphones as well as tablets

Installing Eastlink UC for Android Users

- Select the **Google Play** Store icon on your device
- Search for Eastlink UC and select Eastlink UC Mobile Communications application
- Select **Install**
- The Eastlink UC App will now download/install on your device

Updating Eastlink UC Application

Most Android devices autoupdate applications, however if your device doesn't do it you can follow these steps:

- Select the Google Play Store icon on your Android
- Search for Eastlink UC and select Eastlink UC Mobile Communications application
- Click **Update**
- The Eastlink UC App will now update on your device

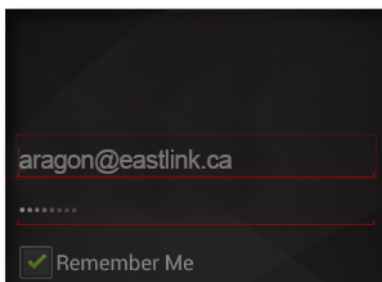
Launching the Client

- Select Eastlink UC app icon to launch client




Logging In

- Enter your Eastlink UC user ID and password*
- Toggle **Remember Me**
- Select **Login** at the bottom of the screen




*Your Eastlink UC user ID can be found on the UC form that was left with you during your installation.

Configuring Client Preferences

Upon first login, the client typically goes to the **Settings** page automatically, if this is not the case, select the **Settings**  icon from the home row on the bottom of the screen

- **Account** > Eastlink UC > Mobile Data Network > Use When Available > Tap the check box to use 3G/4G Data
- **Account** > Mobile DN > Enter your mobile #
- **Account** > Meet Me Conferencing > Enter your chair PIN
- **Preferences** > Incoming Call > Tap the check boxes based on your personal Incoming Call Alert preferences
- **Preferences** > Phone Number > Single Touch To Call > Tap the check box



Contacts for IM/Presence

- Select **Contacts** icon from the home row at the bottom  of the screen
- **Friends** tab located at the top of your screen to see your personal contacts from your Personal Address Book



- **Contacts** shows all the contacts on your device, **Friends** shows the contact to whose presence you have subscribed, and **Directory** lets you search the corporate directory


Editing Contacts for IM/Presence

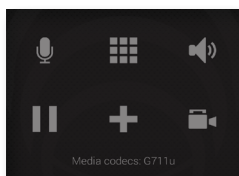
- Select the **Contacts** icon from the home row at the  bottom of the screen
- Next, select the **Contacts** Tab from the top of the screen
- Select the contact whose Presence you want to monitor (in device Contacts)
- You will be taken to that contact's details screen
- Click the **Edit** icon 
- Scroll down to the bottom
- Under **Sip Address**, tap **Sip Address** field > manually enter the contact's Eastlink UC SIP URL (Ex. newuser@xxxx.ca)
- **TIP:** You may want to have your PC open to easily locate Eastlink UC user names.
- Under **Presence and IM**, tap the **Presence and IM** field and select the newly entered SIP URL
- Press **Done**
- You should now see that contact's Presence in your **Contacts** Tab

Searching the Corporate Directory

- Select the **Contacts** icon from the home row at the bottom of the screen
- Next, select the **Directory** tab at the top of the screen
- Type in a name on the search field and press **Go**
- The application will display all the names that match
- Select the contact. You can call, start **IM** or even add as a friend by clicking on the “**Add as Friend**”

Making Calls





- Tap the **Phone** icon at the bottom of your screen to access the Dailer for manual dialing and enter the number  **OR**
- Select contact's name from your address book. This will take you to their individual contact screen
- Select appropriate number you wish to call
- Click **Call**
- **NOTE:** Once call is active, you can add **video**, access the **dialpad**, switch to **speakerphone**, **hold**, **mute**, or press the “+” sign to **add** a call



Answering Calls


Eastlink UC provides several options for handling incoming calls. The incoming call display will vary depending on whether your Eastlink UC is open, running in the background, or whether your phone is locked.

- When an incoming call is ringing:


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|---|--|
|  | answer call (slide to the right of the screen) |
|  | decline call (slide to the left of the screen) |
|  | send to voicemail (tap the icon) |
|  | push to mobile (tap the icon) |

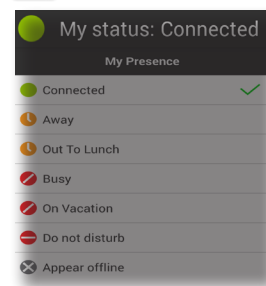
NOTE: Once call is active, you can record, add video, hold, mute or transfer the call, etc.

Call Logs / Call History

- Select the **History** icon from the home row on the bottom of the screen 
- Click on any number to return a call
- **NOTE:** From the tabs at the top of the screen you have the options to view all inbound, outbound, and missed calls or filter based off of call type

Setting Your Outward Presence

- Select the **IM** icon from the home row on the bottom of the screen 
- Click on your presence status at the top
- Select the status you want to show
- Press the back key on your device and you'll see your presence has been updated




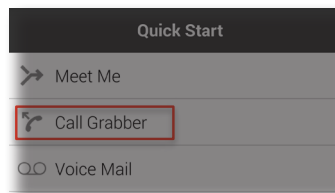
Sending IMs from Contacts

- Select a contact that has Presence
- Tap in the bottom section to show keyboard and start typing

Call Grabber

Seamlessly move live calls between Eastlink UC clients or connected devices. Calls can be moved back and forth multiple times. Functionality available on wired, Wi-Fi or 3G/4G data networks. Only calls answered or originated via Eastlink UC VoIP clients/devices can be grabbed; includes desktop VoIP phone, Eastlink UC Desktop Client and Eastlink UC Mobile Client:



- From the **dialpad** screen, tap on the **Quick Start**  icon at the bottom left of the screen
- Tap **Call Grabber**, the Eastlink UC Mobile Client grabs the call from the desk phone or desktop client.

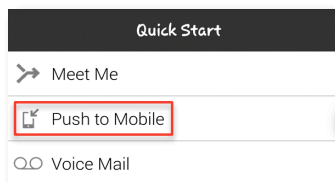


- Select Call Grabber -> Live call is “grabbed” by your Eastlink UC Mobile Client
- Dial *25 on the Eastlink UC Desktop Client or desktop VoIP phone -> Call moved back to your desktop client

Push Call to the Cellular Voice Network:

Call is moved seamlessly from the Eastlink UC Mobile Client to the mobile phone's native cellular service. Call **CAN** be switched back to Eastlink UC Mobile or desktop client/phone.

- Make/receive a call on the Eastlink UC Mobile Client
- Once the call is established, Tap the **Add Call** icon  on the active screen
- Tap the **Quick Start** icon at the bottom right 
- Select the **Push to Mobile** button on the popup screen



- Grab an Eastlink UC call from a PSTN “home” phone
- Allows you to “grab” calls originated on Eastlink UC Client from a PSTN phone number that is associated to your account.

For more information, visit <http://www.eastlinkbusiness.ca/uc>