

# Eastlink Unified Communications for Mac

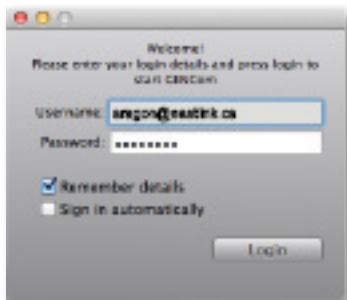
## Quick Reference Card

### Eastlink Unified Communications for Mac

Eastlink UC for Mac allows customers to expand their existing rich set of voice services with additional IP based services like Instant Messaging (IM), network-based address books and person-to-person video conferencing.

#### Initiating Eastlink Unified Communications for Mac

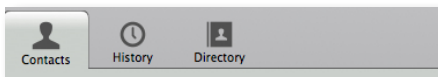
- Start Eastlink UC from your Applications folder, using Spotlight or from your Dock clicking on the Eastlink Unified Communications Icon
- You will be presented with the login screen:



- To Log in:
  - Username: full user name (for example: *newuser@xxxxx.ca*)
  - Password: your password
  - Click Remember Details (to keep your username for future login attempts), optionally, click you can set it to log you in automatically
  - Click Login

#### Managing Contacts


Eastlink UC for Mac provides two options to manage your contacts. The contact tab and the Directory Tab



#### Using the Corporate Directory

- Click on the Directory tab
- Type in the name of the person you are trying to locate
- Click Search
- Right click on the contact in the results panel to call, videocall, send IM, send email or add to your contacts tab

#### Adding Personal Contacts

- Click on the Contacts tab
- Click on the Add contact icon right under the Contacts tab 
- Fill in the information for the contact (Nick Name is the name you want to appear on the contact list)
- Make sure Softphone has the SIP address of your contact (for example: johnsmith@eastlink.ca)
- Optionally, assign the contact to a group
- If you want to be able to see the contacts presence mark the "Subscribe Presence" box
- Click OK to save the contact

#### Deleting Personal Contacts

- Click on the Contacts tab
- Locate the contact you want to eliminate
- Right-click on the contact and select "Delete Contact"

#### Editing Personal Contacts

- Click on the Contacts tab
- Locate the contact you want to eliminate
- Right-click on the contact and select "View/Edit Contact"

#### Organizing Contacts with Groups

Eastlink UC for Mac allows contacts to be organized into groups that can be collapsed and expanded. This facilitates the management of long contact lists.

##### To create a group:

- Right-click on an existing group and select "New Group"
- Or, go to the Contacts menu on the Eastlink Unified Communications for Mac menu bar and select "New Group"
- Assign a name to the group and click OK

##### To move a contact to a group:

- Simply drag the contact from the group that holds it and drop it into the desired group

##### To rename or delete a group:

- Right click on the group name and select rename or delete
- **NOTE:** if you delete a group that has contacts, all of its contacts will also be deleted

## Presence

Presence is an easy and effective way to see your co-workers and let others know when you are on the phone, out of the office or at your desk.

### Viewing other user's presence

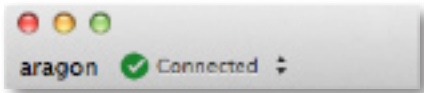
To view the presence of others, they need to be added to your Contacts either manually or from the Directory. They need to have "Show Availability" checked. To see the presence:

- Click on the Contacts tab
- Locate the contact you want to monitor
- The presence appears on the left, next to the contact's name.
- You will only be able to see the contacts presence if you have been authorized.

✓		Connected/Available
		On the phone
		Connected Away
		Busy
		Do not Disturb/Unavailable
		Offline, presence unknown
	No Icon	Pending Authorization

### Setting your own presence

To change your presence, click on the presence status next to your username at the top of Eastlink UC's main window

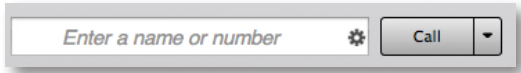


Select the desired presence from the drop-down list

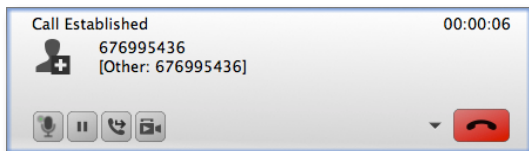
	Connected
	Away
	Out To Lunch
	Busy
	On Vacation
	Do not disturb
No Icon	Offline

## Making Calls

Enter the name of the user or the number you want to dial on the text field on the top of the client and click call



- It is possible to start a video call or a conference call by clicking on the arrow next to the Call button and selecting a different option
- Alternatively, you can dial the number using the phone dialer. To display the phone dialer, click on the dialer button on the top left corner of your Eastlink UC client.
- You can also right-click a contact from the contacts list, the call logs (History) or the Directory and select call
- Once the call is established you'll see the following display:



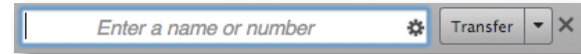
## Additional options

Clicking the arrow next to the hang-up button allows you to:

- Invite user to a conference call
- Send an instant message to the user

### Transferring Calls

- Click on the Transfer button
- Enter the number or contact to whom you want to transfer the call
- Click transfer, or optionally, click on the arrow next to it to make a regular call and announce the transfer



- You can abort the transfer by clicking on the X icon

### Video Calling

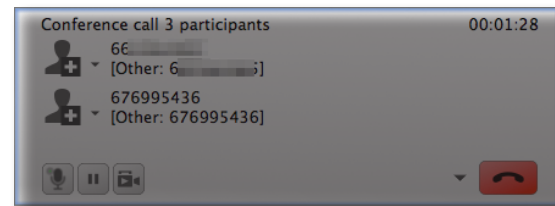
Video calls can start as regular voice calls or as video calls.

- To start a video call, right click on a contact and select videocall or type in a number or contact name on the text field and select videocall from the pulldown arrow
- You can upgrade a voice call to video by hitting start video

### Adhoc Conference Calls

To activate/join a conference, you must have two active calls in place:

- Dial 1st number or contact
- Once the call is established, dial the 2nd number or contact
- The 1st call will be put on hold
- Once the 2nd call is established click on the arrow next to the hang-up button in the active call and select "merge calls"
- The calls will now be merged:



### Instant Messaging

To send an instant message:

- Select a contact from your contacts list, right-click and select "Send Instant Message"
- Or use the additional options inside a call to send instant message to the person on the call

### Call Logs

- Eastlink UC for Mac provides call logs on the History tab
- You can search the call logs or filter them to show all, dialed, received and missed calls



- Missed calls and pending voicemails are displayed on the top of the Eastlink UC window



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