

# Eastlink Unified Communications for Windows

## Quick Reference Card

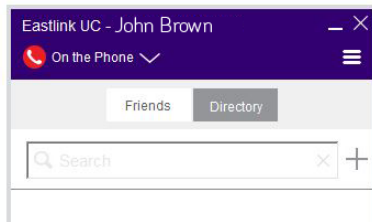
### Eastlink UC Client

The Eastlink UC Client allows customers to retain the same rich set of voice services they have today, plus adding IP based services like Instant Messaging and Person to Person Video Conferencing.

### Using the Global Address Book

Make sure you are on the **Directory** tab in the contact section -located on the bottom half of the client window

- Select **Global Address Book (GAB)** from the dropdown field
- Type in the name of the person you are trying to locate into the text field
- Names will appear below that match your query
- Select the name of the person you were searching for



- From here you can choose how you would like to contact that person:
- Right click to reveal window of choices including **call, IM and email**

### Adding Personal Contacts

- Click the icon located next to the search field
- OR
- Right click the name of the person you are trying to add to your Personal Contacts list
- Click **Add Contact**
- A window containing their personal details will appear
  - This window allows you to set your preferences for how you would like to engage with individual contacts
  - See table for details
- Click **Save**

Preference Settings	Preference Settings
Nick Name	Alters how contact's name appears in your list
Group	Groups can be created to help organize your personal contacts. <ul style="list-style-type: none"> <li>• See Organizing Your Personal Contacts section</li> </ul>
Show Availability	Enables you to your presence of your personal contacts <ul style="list-style-type: none"> <li>• Check box in lower right hand corner of window</li> </ul>
Trusted User	Allows you to automatically receive files from contact without further action needed <ul style="list-style-type: none"> <li>• Check box in lower right hand corner of window</li> </ul>

### Deleting Personal Contacts

- Select the name of the person you are wishing to remove
- Right click, then select **Delete**

### 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 Users Presence

To view others presence, they need to be added to your Personal Contacts using the **Global Address Book (GAB)**

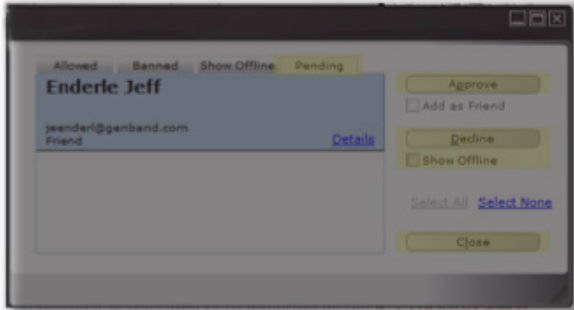
- Click on the **Personal Contacts tab**
- The users presence can be found in the parenthesis to the right of their name
- You will be able to view the users presence once they have accepted your request
- **NOTE:** When you add the contact, check the **"Show availability"** checkbox from their personal contact window to be able to see their presence.



	Active available
	Active on call
	Connected
	Connected inactive
	Unavailable
	Unavailable pending authorization
	Unknown (contact declined presence request)

## Authorizing Your Presence


Eastlink UC gives users control over who is allowed to view their presence by using “presence authorization”.

- When a user selects “**show availability**” for your user id, you will see an eye icon, click the icon to open.



- Approve or decline the request
- The user will see  (unavailable pending authorization) in their friends list until you respond to their request
- **NOTE:** If you select the Decline option without checking the Show Offline box, that user that you did not authorize to view your presence will see  (unknown) in their friends list and receive a notification each time they log in

## Organizing Your Personal Contacts

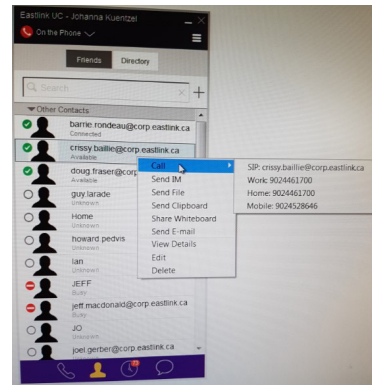
- Click on the menu bars, select Eastlink UC. 
- Click on **Edit Groups**. This will open the Groups window
- Double click on the <Add New Group> line
- Enter the name of the group you wish to add
- Click **Close**
- **NOTE:** You can assign any of the entries in your Personal Contacts to a group you created, by editing their info in their personal contact window.
  - Select desired group name from the **Groups** drop down field

## Sending Instant Messages

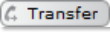
- Right click the person's name from your contact list, then select **Send Instant Message**

## Making a Call

- Enter the name of the person you want to call into the text field
- Your query will appear
- Highlight the person to call from the list
- Right click
- Click call
- Select the sip address or phone # to complete the call
- If you are trying to place a call to someone outside your contact list you must select on the directory and select the telephone icon.
- You then can enter the number to complete the call



## Transferring Calls

- Select  **Transfer**
- Enter name or number of user to transfer to
- Select announced or unannounced

## 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:

- Make/receive a call on any SIP device associated with your Eastlink UC user account
- Dial \*25 on the Eastlink UC Client or desktop VoIP phone -> Call moved back to your Eastlink UC Client

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