

Eastlink Unified Communications Mobile Client for iPad

Quick Reference Card

Eastlink UC Mobile Client

Eastlink UCMobile Client

The Eastlink UC Mobile Client is a VoIP calling and mobile unified communications (UC) client for smartphones and tablets. This Quick Reference Card describes the use of Eastlink UC on an iPad via WiFi access.

Installing Eastlink UC for iPad Users

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

Updating Eastlink UC for iPad Users

Users that enable automatic updates (requires iOS 7.0 or later) will automatically receive Eastlink UC updates. If automatic updates are disabled or the client is installed on a prior version of iOS, use the following procedure:

- Select the **App Store** icon on your iPad
- Tap on the **Updates** icon
- Select the Eastlink UC Mobile Communications from the list of available updates
- The Eastlink UC App will now update on your device

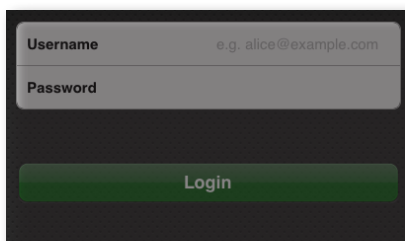
Launching Eastlink UC Client

- Select the Eastlink UC app icon to launch the client



Logging In

- Enter your Eastlink UC user ID and password
- Select **Login**



Username e.g. alice@example.com

Password

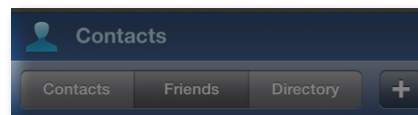
Login

Configuring Client Preferences


- Select **Settings** icon from the top right corner of the screen
- **Account > Enabled > Toggle to On**
- **Account > Account Status > Verify you are Registered**
- **Account > Meet Me Conferencing > Enter your chair PIN**
- **Preferences > Incoming Call > Toggle based on your personal Incoming Call Alert preferences**
- **Preferences > Phone Number > Single Touch To Call > Toggle to On**
- **Preferences > Messaging > Toggle based off of your personal messaging alert preferences**
- **Preferences > Video Calls > Enable Video > Toggle both to On to enable**

Contacts for IM/Presence


- Expand the **Contacts** Tab on the left hand side of the screen
- Select **Friends** to see your personal contacts from your Personal Address Book




Editing Contacts for IM/Presence

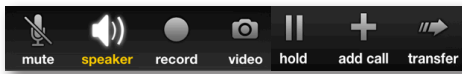
- Select the **Contacts** tab from the menu at the left hand side of the screen
- Press the **Contacts** button
- Select the contact whose Presence you wish to monitor (in iPad Contacts)
- In the contact's "Details" screen
- Select **Edit**
- Scroll down to the bottom
- In the **sip url** field > Manually enter the contact's Eastlink UC SIP URI (Ex. newuser@xxxx.ca)
- **TIP:** You may want to have your PC or web client open to easily locate user names.
- Select the  on the far right of the **IM uri** field for next screen
- Tap the right address in the **Select Softphone Address**
- Press **Done**
- You should now see that contact's Presence in your Friends Tab

Searching the Corporate Directory

- Select the **Contacts** tab from the menu at the left hand side of the screen
- Press the Directory button at the top of the screen
- Type in a name on the search field
- Eastlink UC will display all the names that match
- Select the contact. You can call, start IM or even add as a friend by tapping on the add as friend button 

Making Calls

- Simply dial the number from the Dialer by tapping this button on the upper right hand corner 
- OR
- Select contact's name from your address book. This will take you to their individual contact screen
- Choose the appropriate number and tap it
- Select **Call** (or Video if available)
- **NOTE:** Once call is active, you can tap the icons and will have the ability to **Transfer/Hold/Add** a call, **Add Video**, and more.

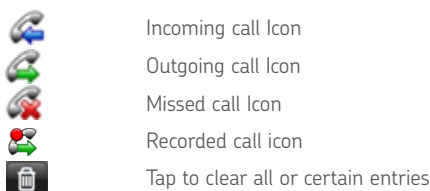


Answering Calls


- When a call is presented, press **Answer**
- **NOTE:** Once call is active, you can tap the icons and will have the ability to **Transfer/Hold/Add** a call

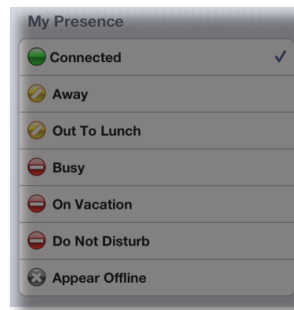
Call Logs / Call History

- Select the **History** tab from the menu column on the left of the screen
- Tap on a call to see the details
- Tap on any number to return a call
- **NOTE:** From the tabs at the top of the History menu, you have the options to view all inbound, outbound, and missed calls or filter based-on call type:



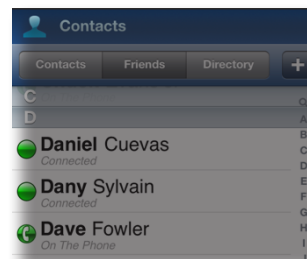
Setting Your Outward Presence

- Look for the **IM** icon at the top left of the screen
- Tap the **Connected** bar 
- Select the status you wish to advertise to others



Sending IMs from Contacts

- Tap on an active contact that from the **Friends** list



- Tap on the "**Send Instant Message**" button
- Tap in the bottom section to show keyboard

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 Wi-Fi. 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 a Eastlink UC VoIP client/device
- Once the call is established, open Eastlink UC Client, tap the **options** button on the dialer screen



- The **Options** menu will appear
- Select **Call Grabber** -> Live call is "grabbed" by your Eastlink UC Client
- Dial ***25** on the Eastlink UC Desktop Client or desktop VoIP phone -> Call moved back to your desktop client

Grab a 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>