

# Eastlink Unified Communications Mobile Client for iPhone

## Quick Reference Card

### Eastlink UC Mobile Client

The Eastlink UC Mobile Client is a VoIP dialing and mobile unified communications (UC) client for mobile smartphones as well as tablets. This Quick Reference Card describes the use of Eastlink UC on an iPhone

#### Installing Eastlink UC for iPhone Users

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

#### Updating Eastlink UC for iPhone Users

If you have activated automatic updates, Eastlink UC will automatically update to the latest version when you are on WiFi, otherwise, follow these steps:

- Select the **App Store** icon on your iPhone
- Click on **Updates** icon
- Select Eastlink UC Mobile Unified Communications Client for iPhone from list of available updates
- Click **Update**
- The Eastlink UC App will now update on your device

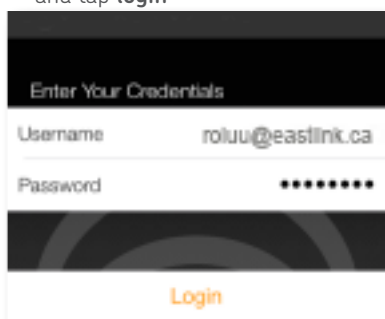
#### Launching the Client

- Tap the Eastlink UC app icon to launch client




#### Logging In

- Enter your Eastlink UC user ID and password
- Toggle Keep Password to On to automatically login in the future and tap **login\***




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

#### Configuring Client Preferences


- Select **Settings** icon from the home row on the bottom of the screen 
- **Account** > Mobile Data Network > Use When Available > Toggle to On
- **Account** > Meet Me Conferencing > Enter your chair PIN
- **Account** > Mobile DN > Enter your mobile #
- **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

#### Contacts for IM/Presence


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




#### 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 iPhone Contacts)
- You will be taken to that contact's details screen
- Select **Edit**
- Scroll down
- In the sip url > Manually enter the contact's Eastlink UC SIP URL (Ex. newuser@xxxxx.ca)
- **TIP:** You may want to have your PC or web client open to easily locate Eastlink UC user names.
- Select **IM URI** for next screen
- Select Eastlink UC User ID for Send/Receive IM/Presence
- 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
- 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 button

## Making Calls

- Simply dial the number from the Phone tab
- 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 click the **More**  icon and have the ability to **Transfer** the call, **Add Video** or even **Push to Mobile** (using the mobile voice network)






## Answering Calls

When a call is presented, press Answer

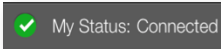
- NOTE:** Once call is active, you can click the **More** icon and have the ability to **Transfer** the call

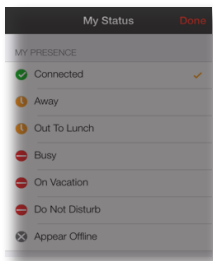
## Call Logs / Call History

- 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:

	Incoming call icon
	Outgoing call icon
	Missed call icon
	Click to see details and other available actions
	Click to clear all or certain entries (Located in top, right hand corner of the screen)

## Setting Your Outward Presence

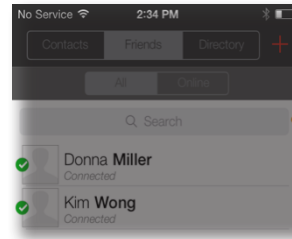
- Select the **IM** icon from the home row on the bottom of the screen 
- Click **My Status**
- Select the status you want to show



- Select **Done**

## Sending IMs from Contacts

- Select a contact that is available
- Tap in the bottom section to show keyboard



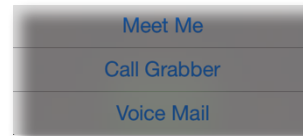
## Call Grabber

Seamlessly move live calls between Eastlink UC clients or connected devices. Calls can be moved back and forth multiple times. Functionality available on 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 a Eastlink UC VoIP client/device
- Once the call is established, open Eastlink UC, tap the **options** button on the dialer screen



- The **Options** menu will appear.

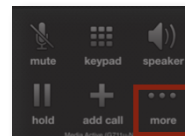


- Select **Call Grabber** -> Live call is "grabbed" by your Eastlink UC Mobile Client
- Dial \*25 on the Eastlink UC Desktop Client or desktop VoIP phone -> Call moved back to your desktop client

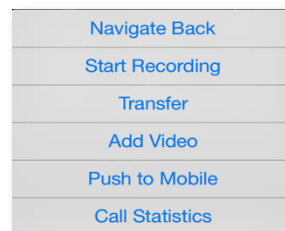
## Push Call to the Cellular Voice Network:

Call is moved seamlessly from the Eastlink UC Mobile Client to the mobile phone's native cellular service. Call cannot 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 more button on the active screen



- Tap 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>