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About MegaPath Unified Communications (UC)

MegaPath UC is a powerful softphone client that supports Voice and Video Calling, Instant Messaging, SMS texting and Presence. The client is supported on mobile phones and tablets (Android and iOS) in addition to PC (Windows and Mac OS).

MegaPath UC iPhone Client features include:

- › Instant Messaging & Presence
- › Voice & Video Calling
- › Handover to Mobile
- › Call display and voicemail indicator
- › Speakerphone, Mute and Hold
- › Call history (received, missed and dialed calls)
- › Call transfer
- › Three-way audio conference
- › SMS texting
- › Voice Manager (launch from Settings)

Note: Up to three devices can be logged in at the same time. For example, you can be logged into your mobile device, tablet and PC.

Download and Install the UC Client for iPhone

1. Go to the App Store on your iPhone
2. Search for MegaPath UC
3. Tap FREE to download the client (first download)
4. Updates available from the App Store

Logging In

1. Obtain your initial login credentials from your company administrator. These credentials consist of your 10-digit-phone-number@megapathvoice.com and initial password.
2. You can select the option to Keep Password and Auto Login.

Note: Once the application is running you will see Phone Ready at the top of the screen.



Logging Out

1. Tap Settings
2. Tap Logout

To quit the client, tap the home key on your phone twice to display the applications that are running on your phone. Swipe up on the UC preview screen to remove it from the list. On iOS6 or older: Long-tap UC until the red icon appears, and then tap the red icon to close the application.

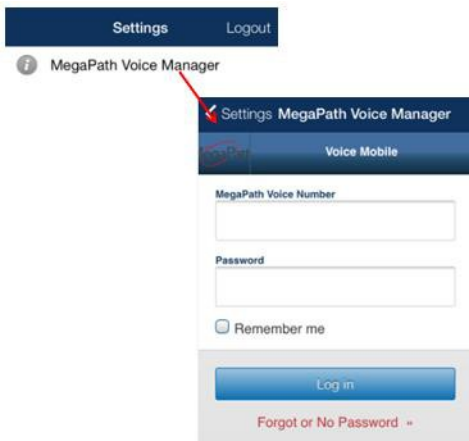
The UC iPhone Client

The following diagram provides a quick overview of the UC iPhone client features.



Launch Voice Manager

To launch the Voice Manager from your UC iPhone client, go to Settings and then tap MegaPath Voice Manager.



Adding Contacts

MegaPath UC uses contacts saved on your device. UC contacts are continually synchronized with your native contacts; adding, modifying or deleting a contact from one list updates the other list.

Create Contacts from History: Tap History, tap info, and then from the Info page, tap Create New Contact, edit as desired and tap Done.

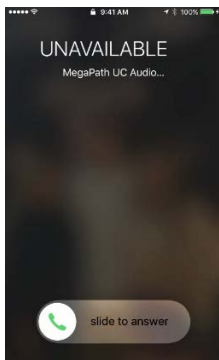
Create Contact from Contact page: Tap Contacts, tap add +, edit as desired and tap Done.

Add Contacts to Favorites: Tap Contacts, tap Favorites, tap add +, search for the contact, tap the contact. The system will add the contact to your Favorites list.

Tip: Add mobile numbers to your UC Contacts to enable calling to mobile and SMS texting from your UC client.

Making and Receiving Calls

Incoming Calls



To answer calls on UC you must first be logged in.

If you receive an incoming call the native phone dialer will display to handle the call.

To Answer a call, slide the green Answer button.

If you Decline a call, it will go to voicemail

Making Calls

To make a voice phone call, use one of the methods below.

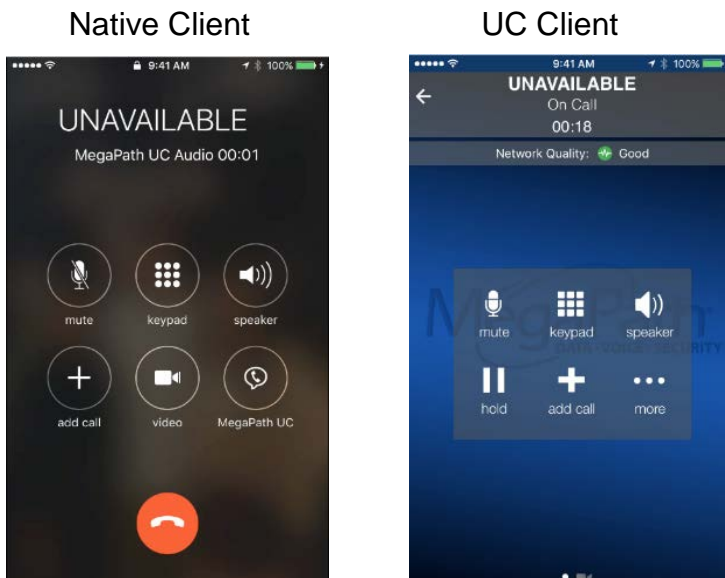
- › **Using the Keypad:** Enter a phone number using the keypad. Tap the Dial button to complete the call.
- › **Within the Contacts or History list:** Tap History, select a contact and then tap Call to place a voice call; or Video to place a video call.










To call voicemail, tap the VM icon. Once connected follow the prompts to manage your messaging options.

Managing an Established Call

Calls are established via the native dialer. Once a call is up, you will notice a new MegaPath UC button that will allow you to go directly to the UC client interface.




Once a call is established in the UC client, there are additional options available for managing your call.

	Mute/unmute the call		Tap to bring up the keypad
	Enable/disable speakerphone		Hold/unhold the call
	Tap add to establish a second call		More
	End the call		

Two Established Calls

You can establish two calls. Once both calls are established, you can create a 3-way audio call or swap between calls. You can also perform an attended transfer. See additional instructions below.

 Tap to swap between two calls.

Call Transfer

You can perform Unattended (Blind) and Attended transfers using UC. With an attended transfer, you can speak to the party that you are transferring the caller to first. You can use the dial pad or contacts.

UC iPhone Client QRG



Tap **more**, tap **Transfer**, use the keyboard or select a contact, tap Xfer and then tap Transfer to.

To perform an Attended transfer, establish two calls, tap more, and tap Transfer to. The call will be transferred to the on hold target.

Conference Calls

Once two calls are established, you can merge the calls to create a 3-way conference.



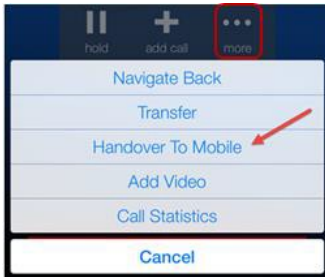
Establish two calls; tap Merge to establish the 3-way audio conference.

Handover to Mobile

You can “push” a call from your UC iPhone client to your non-UC (PSTN) mobile phone. To enable the handover; while on an active call on your UC iPhone client:

1. Tap the more icon on your iPhone’s menu
2. Tap Handover To Mobile

The UC client will hand off the call to your cell phone, and your cell phone will ring.



Video Calls

You can add video to an established audio call or establish a video call directly.



Add video to audio call: Once you have established an audio call, you can enable video. To do so, tap the more icon, and select Video.



Start video call: Select a contact, tap the contact’s number, and tap the send video icon.



Stop sending video: Tap the stop sending video icon.



Switch camera: Tap the switch to an audio call.

Receiving a Video Call

When the other party places a video call, you will see their video on UC after you answer the call by tapping the send video icon.

- › You can start sending video if desired by tapping the send video icon.

If you do not want to receive the other party's video during a call, swipe the screen to the right, and tap more > Remove Video. The call will be switched to an audio call.

Instant Messaging

When an Instant Messaging (IM) is received, the Messages window will display or a Call Alert will pop up, depending on your Preferences.

To send an IM:

- › **From the IM tab:** Tap IM, tap a contact from the list, enter the message and tap Send.
- › **From the Contacts tab:** Tap Contacts, tap Buddies, tap a buddy to send the IM, tap Send **Instant Message**, enter the message and tap Send.
- › **From the Messages window:** Tap the New Conversation icon beside the Search field, search for a contact and select, enter the message and tap Send.

SMS Texting

Send SMS texts to contacts with mobile numbers. There are several ways to initiate an SMS text.

To send an SMS text:



Messages: Tap Messages, tap SMS, and then tap the edit icon. Add contact (s), tap the conversation window, add your message, and then tap Send.



Contacts (Buddies): Go to Contacts > Buddies, select a Buddy with a mobile number, tap the mobile number, tap SMS, add your message and then tap Send.

History: Select a mobile call from History, tap SMS, add your message, and then tap Send.

For more information on MegaPath UC, visit the Voice Learning Center at www.megapath.com/VLC.