Unified Communications – iPad Client
Quick Reference Guide

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About MegaPath Unified Communications (UC)

MegaPath UC is a powerful softphone client that supports Voice and Video Calling, Instant Messaging and Presence and SMS texting capabilities. The client is supported on mobile phones and tablets running Android and iOS as well as computers running Windows and Mac OS.

MegaPath UC for Android phone features include:

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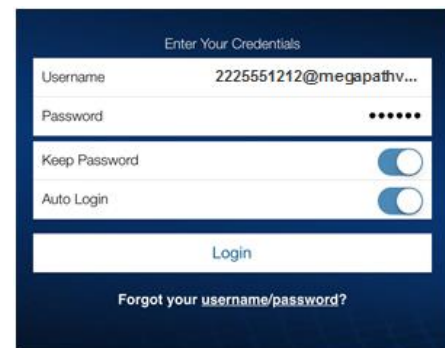› SMS Texting
› Voice Manager (launch from Settings)

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 iPad

1. Go to the App Store on your iPad
2. Search for MegaPath UC
3. Tap FREE to download the client
4. Updates available on 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**.


Logging Out

1. Tap Settings
2. Tap Logout

Note: To quit the client, press the Home button twice on the iPad. The list of active applications is displayed.
› On iOS7: Swipe up the preview screen of UC. UC is removed from the list.
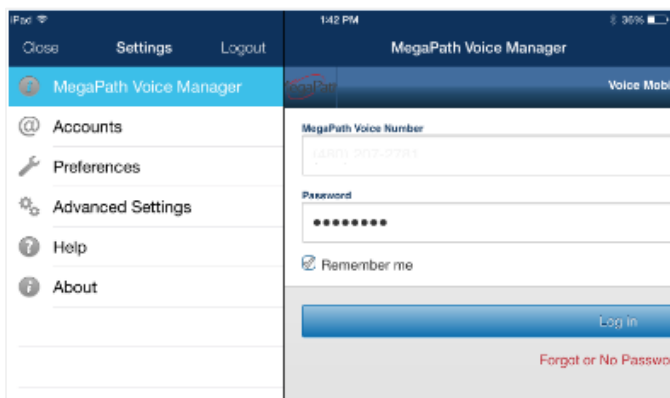› On iOS6 or older: Long-tap the UC icon until the red icon appears. Tap the red icon to close the application.

The UC iPad Client

The following diagram provides a quick overview of the UC iPad client features.
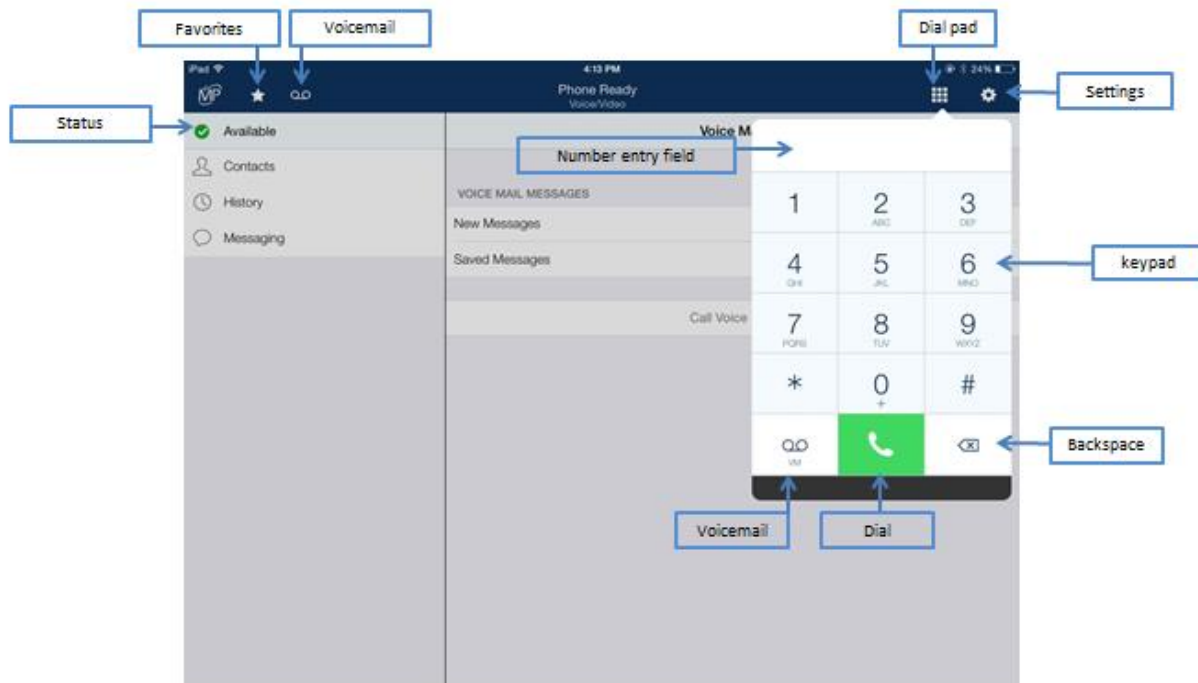
Launch Voice Manager

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

Contacts

The MegaPath UC iPad client 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.

Contacts

The contacts in this list are your native contacts.

Buddies

The contacts in this list are your MegaPath enterprise contacts.

Favorites

You can assign numbers as favorites for quick access to dial. To create a favorite, tap the star icon on the toolbar and tap add +.

Making and Receiving Calls

Incoming Calls

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

If you receive an incoming call when the UC app is in the background, the UC app will automatically come to the foreground so you can handle the call.

To Decline a call, tap Decline. The call will go to voicemail.

To Answer a call, tap Answer.

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 place the call. If the keypad is not currently displayed, tap the Dial Pad icon.
› **From Contacts:** Tap Contacts and search or select a contact and then tap the number. Depending on your setting a confirmation prompt will appear or the call will be placed automatically.

Voicemail

To call voicemail, tap the VM icon from the navigation bar at the top of the client.
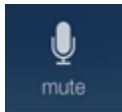
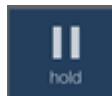If you have the Dial pad open, you can tap the VM icon from there.

Once connected to voicemail, follow the prompts to manage your messages.
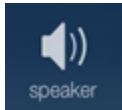
Managing an Established Call

Once a call is established, there are additional options available for managing your call.
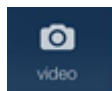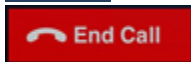
Mute/unmute the call

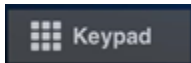Hold/unhold the call

Enable/disable speakerphone

Start video

Tap add + to establish a second call

End the call

Display the keypad

Two Established Calls

You can establish two calls. Once both calls are established, you can:
1. Switch between the calls
2. Perform an attended transfer
3. Create a 3-way audio conference

Switch Calls

To switch between the two active calls, tap the call popup for the caller you wish to speak to. The other caller will be placed on hold.

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 keypad or contacts.
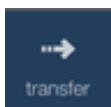
Using the keypad: enter a number, tap Xfer. Selecting a contact or history item: select the contact/history item and then tap the Transfer to number.

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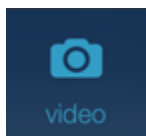
Conference Calls

Once two calls are established, you can merge the calls to create a 3-way conference.
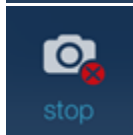
merge — Establish two calls, then tap Merge to establish the 3-way audio conference. To split the call back into two calls, tap Split. To end the conference tap End Call.
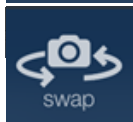
Video Calls

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

video — **Start video call:** Select a contact, tap the contact's number, and tap the video icon.

stop — **Stop sending video:** Tap the stop sending video icon.

swap — **Swap camera:** Switch to a rear camera.

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 video icon.

› You can start sending video if desired by tapping the 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 stop. 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 Contacts tab:** Tap Contacts, tap Buddies, tap a buddy to send the IM, tap Send Instant Message, enter the message, and tap Send.
› **Messaging:** Tap a contact. The IM window opens. Select a contact, enter the message, and tap Send.

Note: Only Online contacts are displayed.

SMS Texting

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

To send an SMS text:
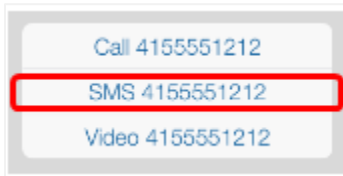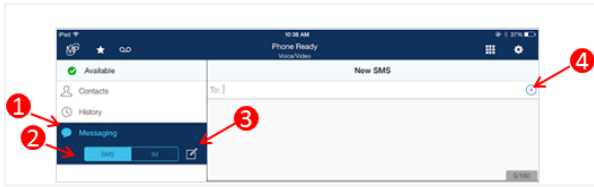
Messages: Tap Messages, tap SMS, and then tap the edit icon. Tap the + to add contact (s), tap the conversation window, add your message, and then tap Send.

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 www.megapath.com/VLC.