

# iPad User Guide

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# Introduction

The Bell Aliant Unified Communication (UC) iPhone User Guide describes some common and useful UC features and services for iPhone users. It is not a description of every feature available. Some features may not be available to users. Contact your service provider for the list of applicable features.

\*Your iPhone screens may look different from the example graphics presented in this document.

## Applies to

This document applies to Bell Aliant UC release 2.1 iPad with OS 4.3-6.0 (5.0 is required for video).

To access Customer Documentation go to <http://bellaliant.ca/unifiedcommunications> and click Support.

## Navigation

The Bell Aliant UC iPhone Quick Reference is organized into the following chapters:

- Calling
- Features and services
- Directories and logs
- Settings and help

## How to install

You can simply download Bell Aliant UC client from the App Store by searching the keyword “Bell Aliant Unified Communications” in the store. The app will be installed on your iPhone automatically after you purchase it.

Note: The purchase is free.

**Once downloaded it will appear as an icon on your IPAD**

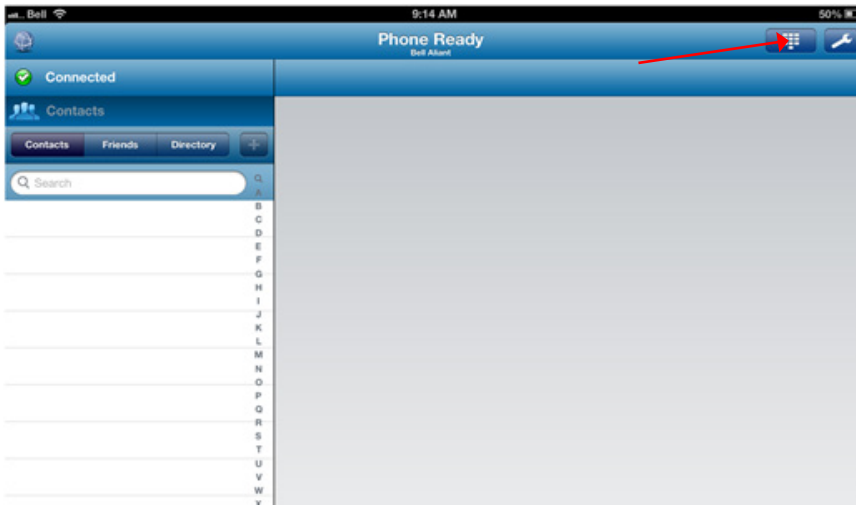


# Calling

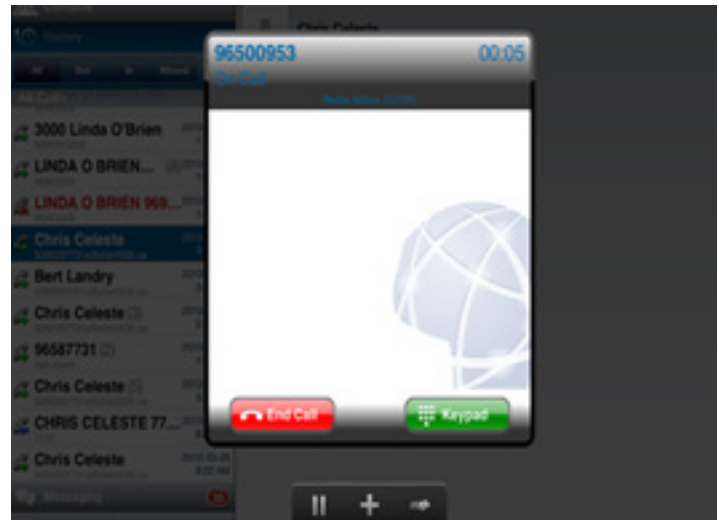
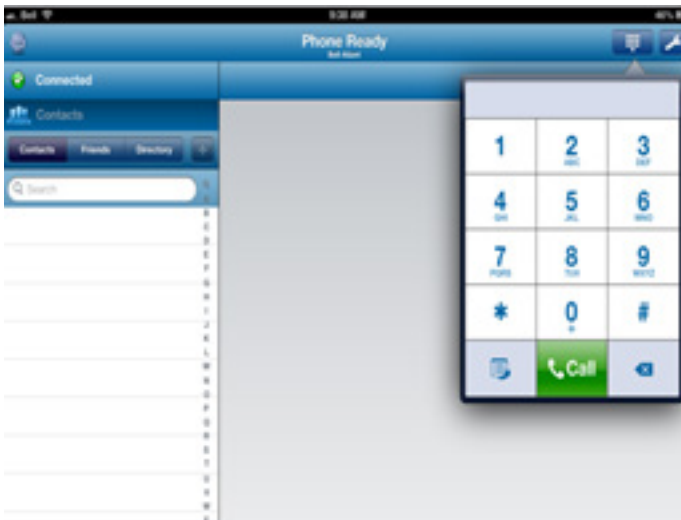
## Making a call

The Bell Aliant UC dialer makes Voice over IP (VoIP) calls using the Wi-Fi or Mobile Data (such as 3G data or LTE) networks.

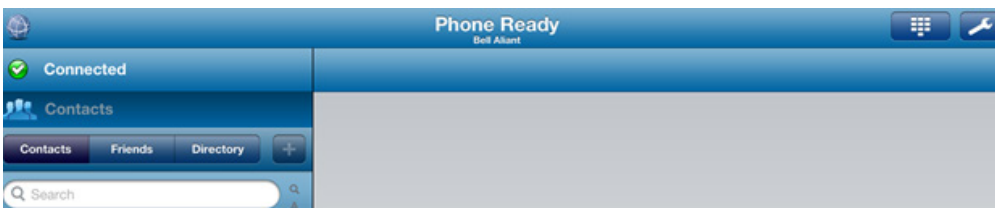
**Step 1:** Tap the  (keypad) icon to access the Dialer for manual dialing and enter the number or tap the field above the keypad and enter the SIP user ID in the text field, for example jsmith.



**Step 2:** Press the number keys on the keypad or type the SIP user ID in the text field on top of the keypad, for example msmith.



Tips: Tap the Contacts icon  and then tap a contact can also make a call.



**Dial wisely:** (Calls over Internet (on WiFi) typically cost less than those over cellular network (4G/3G/2G)

**Making local calls:** Simply dial 7 digits # (what's cool is that +9 and/or provincial code can be omitted)

**Making LD calls in Canada:** + 9 + 1 + provincial code + 7 digits #

**Making International calls in Canada:** +9+country code + # of the contact

**Making International calls outside Canada:** +9+country code + # of the contact

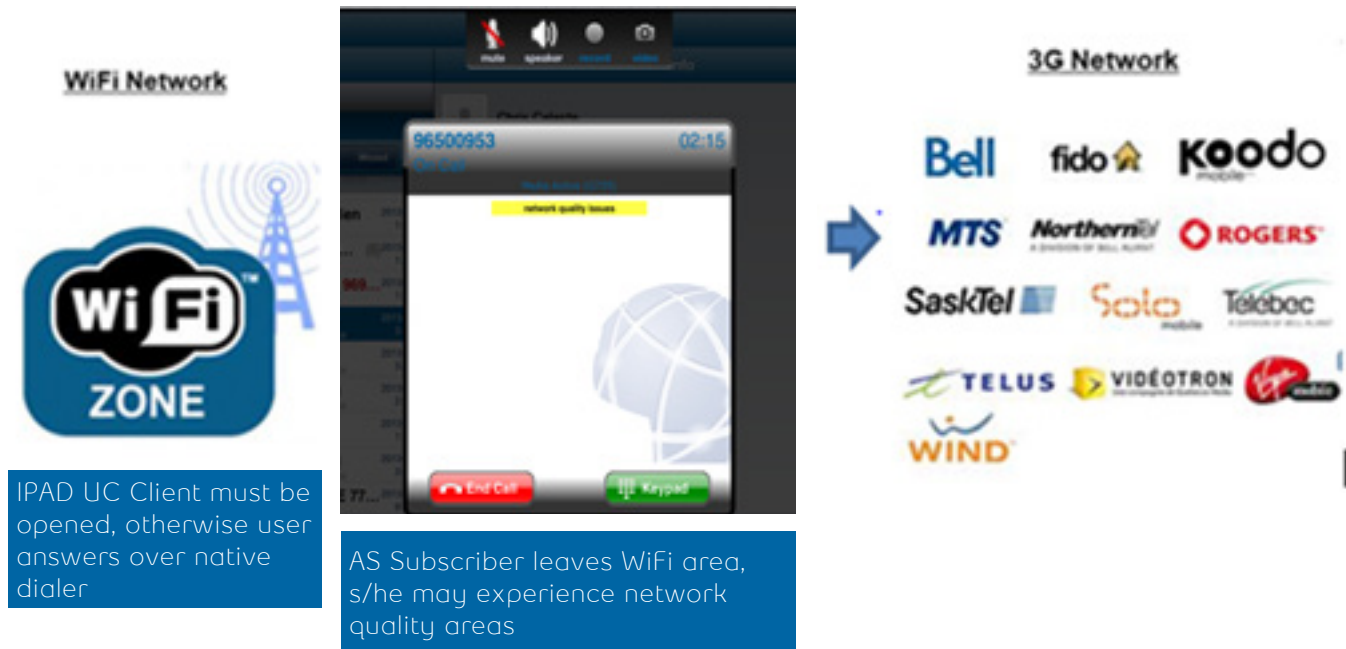
Not applicable if dialing by the name or SIP address directly.

You can browse your contacts and send an IM while on an active call. The active call window is always available across the top of the app.. Tap the call bar to open the active call window.

**Note:** If you have an active Circuit Switch call (active, originating/unanswered or terminating/unanswered) and receive an incoming call on Bell Aliant UC you will not be alerted and the incoming call will appear in your log as missed.

## Making a Call - handing off from WiFi to 3G network

During a call, when you step out of the WiFi zone, the call will be automatically pushed onto your cellular 3G network (**must have data plans**).



## Making a Call - handing off from WiFi to native dialer

**WITHOUT** cellular data plan - when stepping out of the WiFi zone, your call will be automatically pushed to a 3G network. The call will be have be ended and the connection re-established in WiFi area.

# Making a Call - switching back to WiFi

In order to switch from 3G to WiFi, you must end your call, and re-establish the call when in a WiFi area.

## Switching a Call – use Call Grabber to move calls to iPad client

This feature allows you to grab an active call from another device.

\* Only calls answered or originated by VoIP can be grabbed.

**Step 1:** Tap iPad Home button

**Step 2:** Tap BA UC Application icon 

**Step 3:** Go to calling interface by tapping 



**Step 4:** Tap 

**Step 5:** Tap Call Grabber. The iPad grabs the call from the desk phone, iPhone or PC Phone (1-3 seconds taken to complete grabbing).

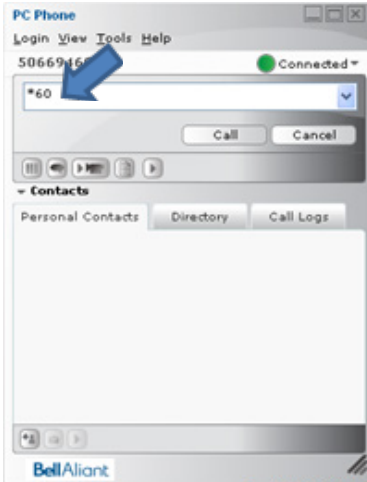




# Switching a Call – use \*60 to move calls to other devices

This feature allows you to grab an active call from iPhone to another device.

**Step 1:** Dial \*60 in the number pad on either your PC Phone or desk phone.



**Step 2:** The call will be grabbed to that devices from your iPad.

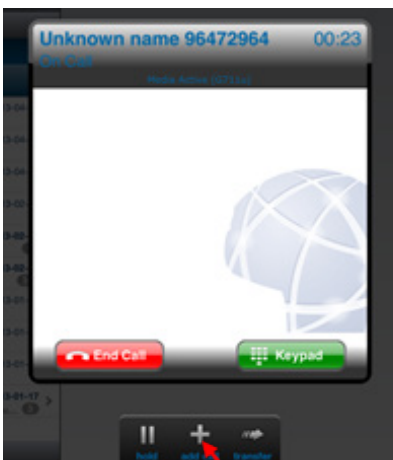
**Step 3:** Hang up your iPade and continue the call on either your PC Phone or desk phone which you just transferred your call to.

**Note:** Only calls answered or originated by VoIP can be grabbed

## Three-Way Calling / Swap Calls


You can have two active calls at the same time and swap between the calls or conference the calls together. Conversely, you can split a three-way conference into two separate calls. When you initiate a three-way call on your IPad the video call becomes an audio-only call. When you hang up, the three-way conference ends.

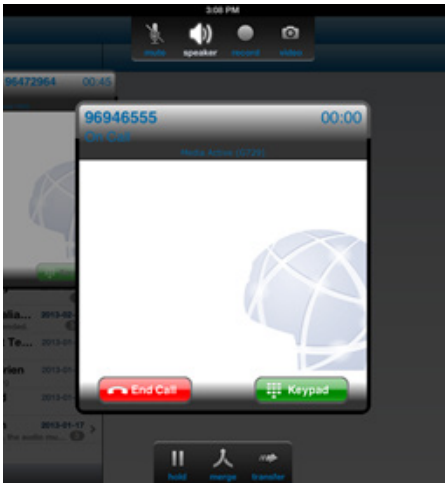
To add a call: Tap the **Add Call** button 



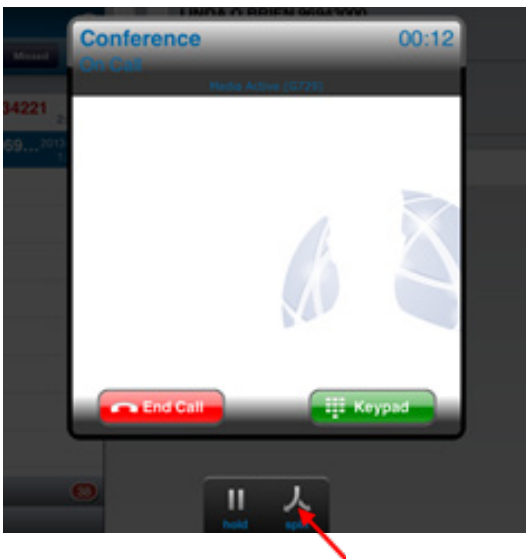
**Step 2:** Enter the second number you wish to add on the dial pad and tap call.



**Step 3:** The first call will be placed on hold and the second call will be active. Simply tap the **merge** button  to add the new call to the Three-way conference.



To end the conference, and treat the calls separately, simply hit the **split** button 



Your initial call will be placed on hold, the second number dialed be active. Both calls are displayed on the screen, with active call in the forefront.

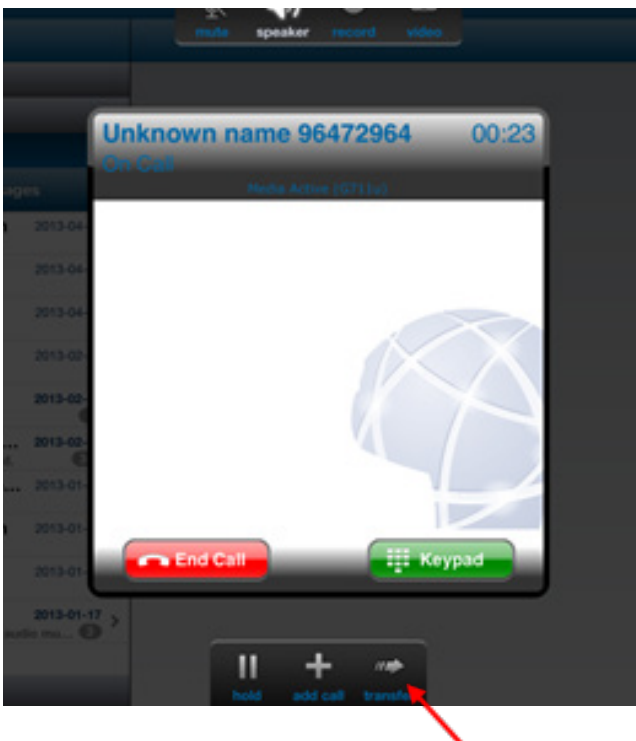



## Call Transfer- Blind Transfer

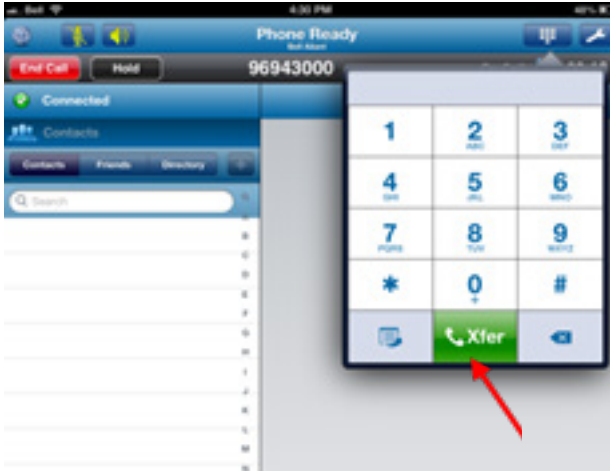
A blind call transfer moves a call to another user and then hangs up automatically when the transfer is complete. A video call usually becomes an audio-only call when the party being transferred is a Bell Aliant UC client, depending on how your service provider configures their network. Video can always be added once the call is transferred.

**While on a call:**

**Step 1:** Tap **Transfer** button, . The keypad appears.



**Step 2:** Enter a number or user ID then tap , OR Tap a name in the **Contacts** list, select a number then tap **Transfer** to.



## Call Transfer - Consultative Transfer

A consultative transfer moves a call to another user as a two-step process that involves speaking with the Transfer to user before completing the transfer. A video call usually becomes an audio-only call when the party being transferred is a Bell Aliant UC client, depending on how your service provider configures their network. Video can always be added once the call is transferred.

**While on a call that you need to transfer:**

**Step 1:** Tap **add call**.

**Step 2:** Dial the number or enter the SIP ID and tap **more** then **Transfer to <number or SIP ID>**. The original call is put on hold.

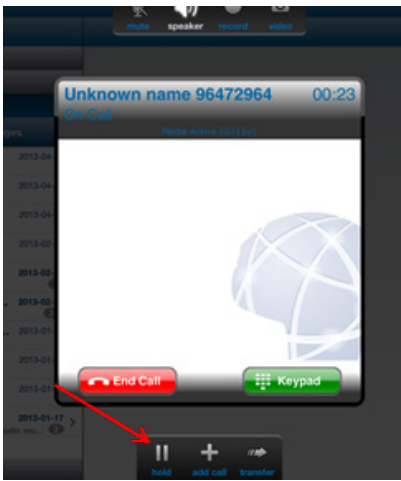
**Step 3:** When the person answers you can speak with them before you tap **more > Transfer to <original call>**.

**Step 4:** Hang up the call. The transfer is complete.

## Call Hold

Put a call on hold to stop the audio send and receive. Call hold is useful when you want to transfer a call.

While on a call, just tap **hold**.



## Network Quality Indicator (RTCP-based)

The call screen displays a yellow alert to indicate when there are network quality issues that may affect call quality. The alerts help you to decide to handoff a VoIP call from Wi-Fi or Mobile data to the cellular network.



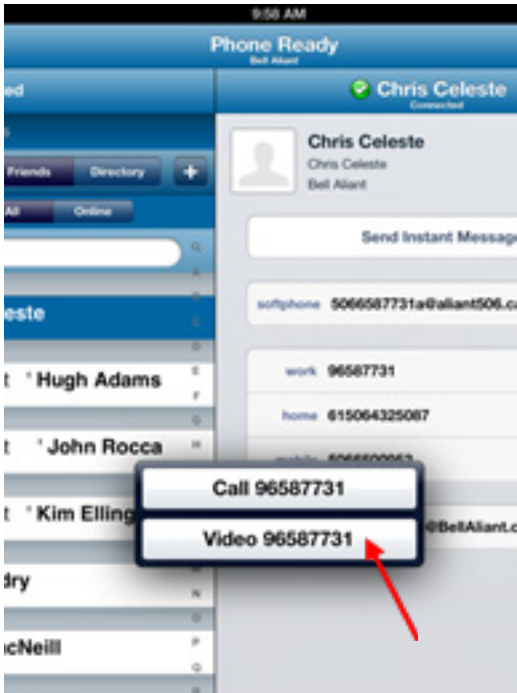
## Video Calls

If enabled by your operator, you can use your Bell Aliant UC client to place video calls to users that have a video-enabled device. Video requires iOS 5.0 or higher and a front facing camera. A video call usually becomes an audio-only call when the party being transferred is a Bell Aliant UC client, depending on how your service provider configures their network. Video can always be added once the call is transferred. When you initiate a three-way call on your Bell Aliant UC client the video call becomes an audio-only call.

**To place a video call from the Contacts or History tab:**

**Step 1:** Tap a contact's number.

**Step 2:** Tap **Video** #####.



**Step 3:** When the other party answers, the application will send your video.

To place a video call from the Phone tab:

**Step 4:** Make an audio call.

**Step 5:** Tap **More**.

**Step 6:** Tap the **Video** icon on the toolbar above the active call window.



To receive a video call: When your phone rings for a video call, you see the caller's video automatically.

**Step 7:** Tap **Send** to send video.



## Call Multi-Tasking

Call multi-tasking allows you to access other Bell Aliant UC Client information, such as instant message and contact information during a call.

The control buttons for the active call moves to a bar at the top of the screen allowing you to access contact information, view settings, history and IMs. You can **End Call**, put the call on **Hold** and **Mute** from the call control bar.

To return to the call screen tap call control bar at the top of the screen.



## Single Tap Meet Me Conferencing

You can access your own Meet Me conference service with a single tap.

**Note:** For some deployments **Meet Me** will only log you into the conference server and you must manually enter your pass code and chairperson PIN.

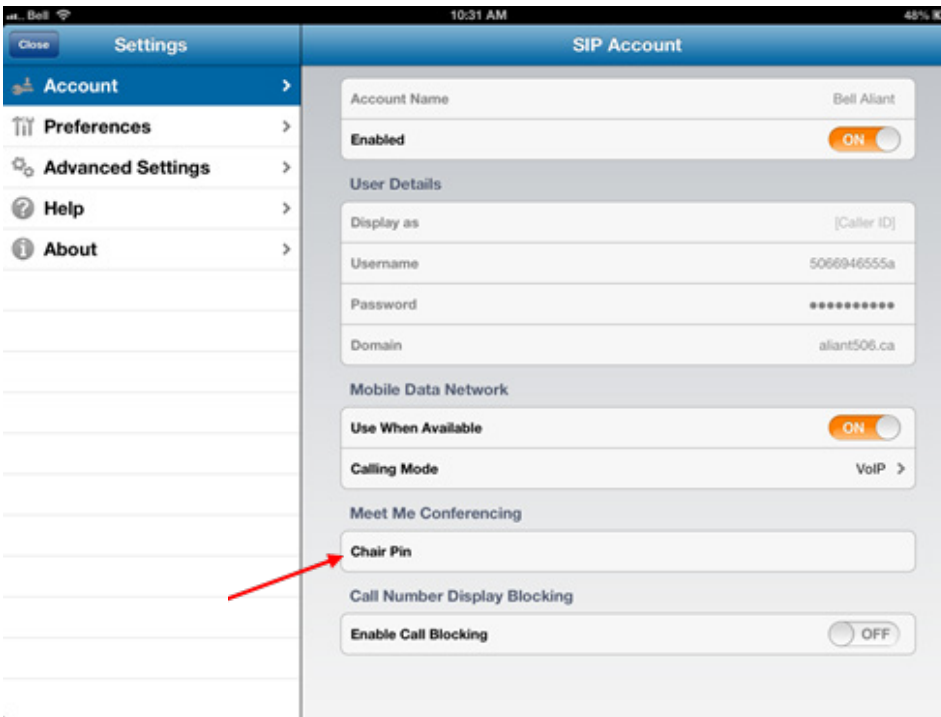


This feature automatically logs you in as chairperson if your **Chair Pin** is set up in **Preferences**. Once this is set up you do not need to remember the Meet Me phone number and chair pin.

**Step 1:** Tap **Tool wrench**  in top right corner of application to select settings.

**Step 2:** Tap **Account**.

**Step 3:** Scroll down to the **Meet Me Conferencing** section and tap **Chair Pin**.



Step 4: Enter the Chair Pin number and tap **Done**.

To use Meet Me Conferencing, from phone screen

Step 1: Tap 

Step 2: Tap **Meet Me**. The Meet Me conference bridge number is automatically dialed.





# Calling Number Display Blocking

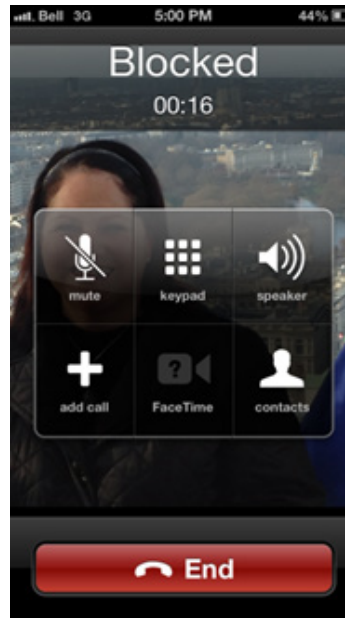
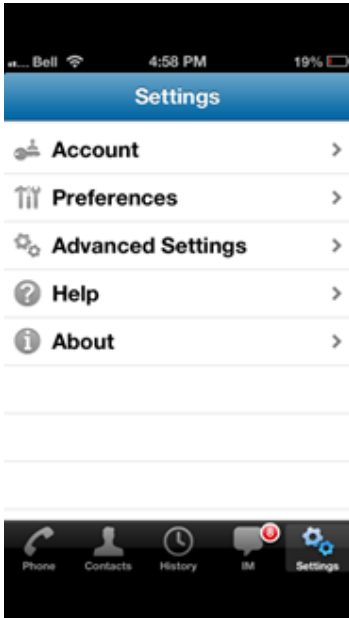
Sometimes you need to make an anonymous call. Block your calling identification information for outgoing calls. This service must also be enabled in A2.

To set up:

**Step 1:** Tap **Settings**

**Step 2:** Tap **Account**

**Step 3:** Scroll to Call Number Display Blocking and tap **ON**



# FEATURES AND SERVICES

## Call Grabber

This feature allows you to grab an active call from another device. Only VoIP originated calls can be grabbed. You can move to or from your desk at your convenience.

**Step 1:** Tap 

**Step 2:** Tap **Call Grabber**. The iPad grabs the call from the desk phone or PC Phone.



## Calling Party Name and Picture

The Calling Party ID appears on the screen along with a picture if the caller has provisioned a picture in their Personal Agent.

The information automatically appears on your screen.

**To provision your own information:**

**Step 1:** Access your Personal Agent.

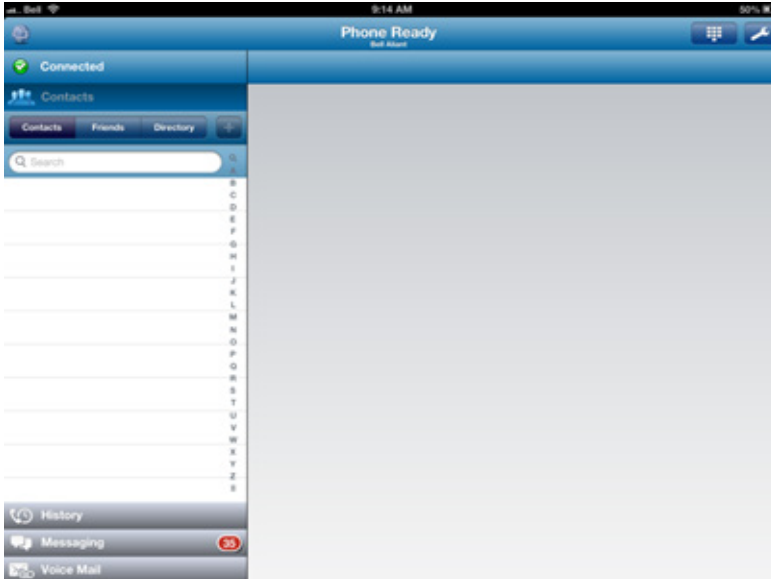
**Step 2:** Select **Preferences, Personal** and **Picture**.

**Step 3:** Select **Update**.

**Step 4:** Choose a photo file and select **Apply**.

# Message Waiting Indication (MWI)

The message waiting indicator gives you a visual cue that you have a voicemail waiting with a voice mail badge above the Phone icon.



To retrieve a voicemail:

Step 1: Tap 

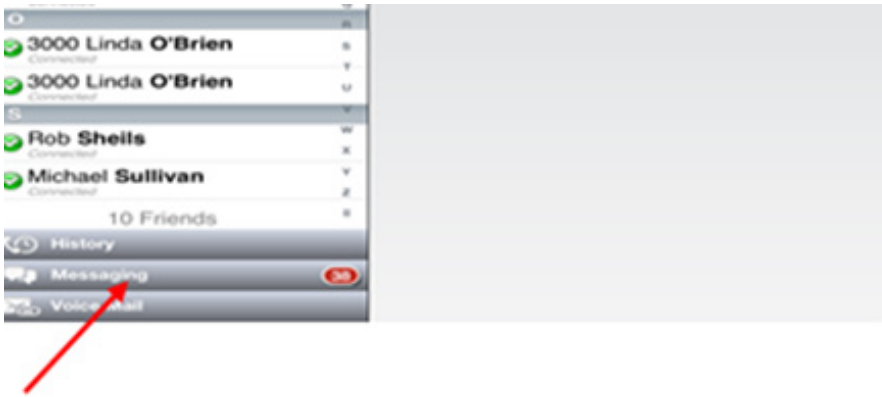
Step 2: Tap **Voice Mail**. The phone calls the A2 Voicemail number.



# Instant Messages

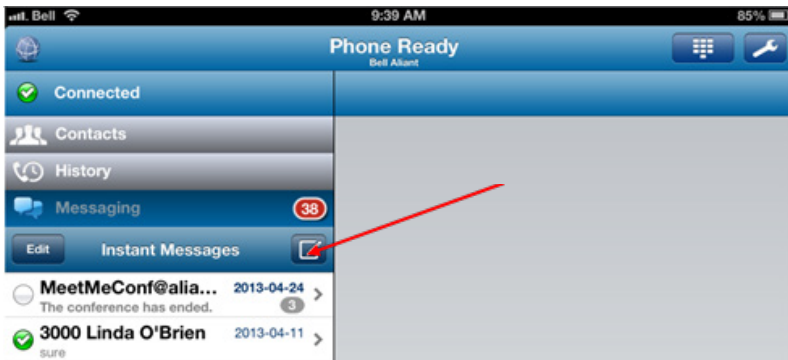
You can send and receive instant messages (IM) over 3G/4G/WiFi from contacts in your Friends list as well as delete IMs and allow IMs from unknown users.

**Step 1:** Tap **Messaging** in the left pane of the window. The Instant Messages screen opens.

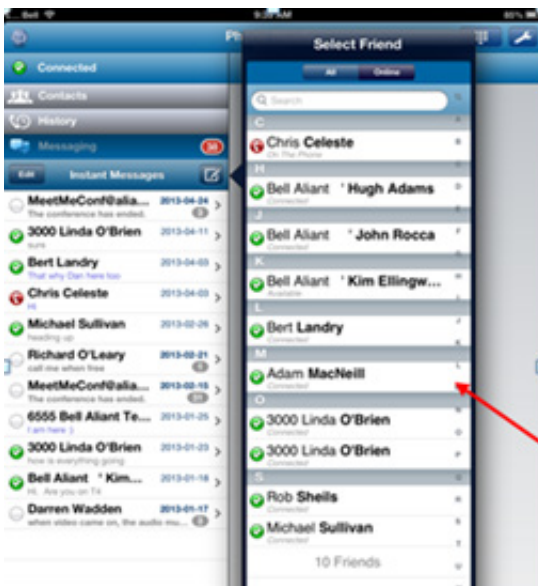


To create new IM:

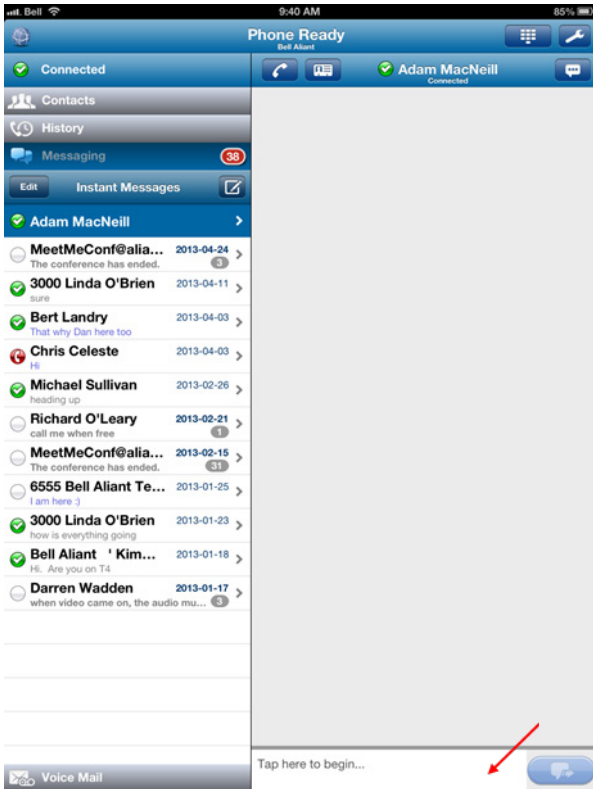
**Step 2:** Tap the Create IM icon 



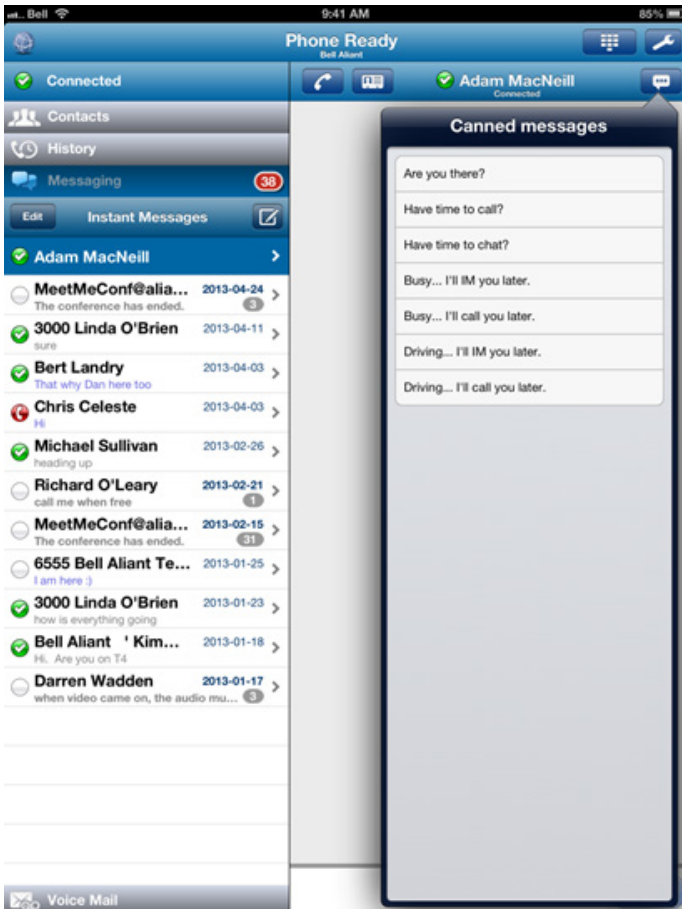
**Step 3:** Select the Buddy from the list.




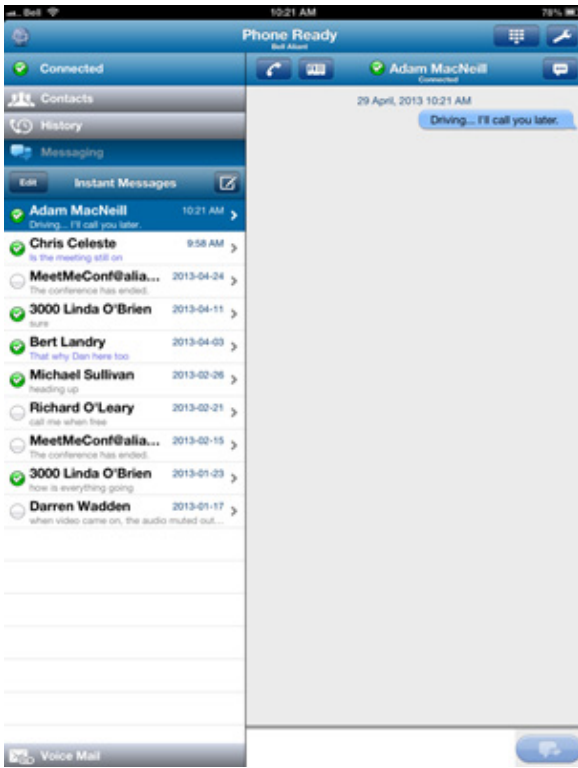
Step 4: Enter the IM Text in the text box and tap 



Step 5: To View a selection of canned message available tap 

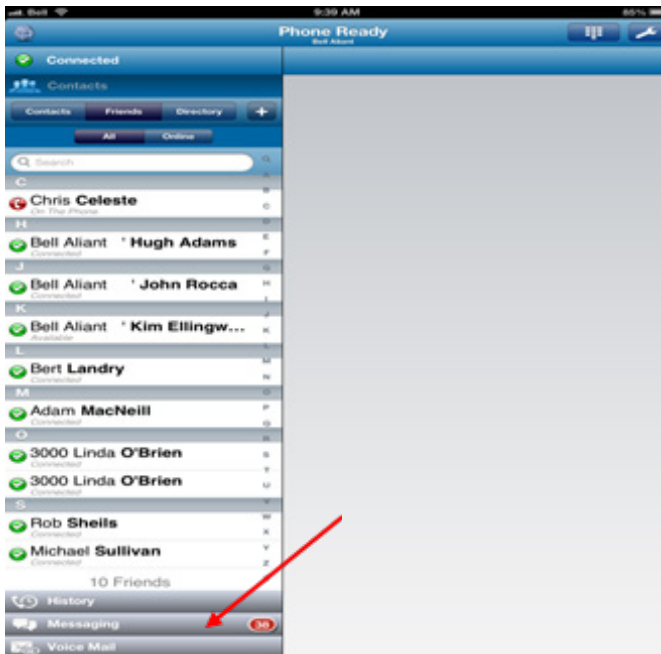


Step 6: Select Canned Message you wish to send and tap 

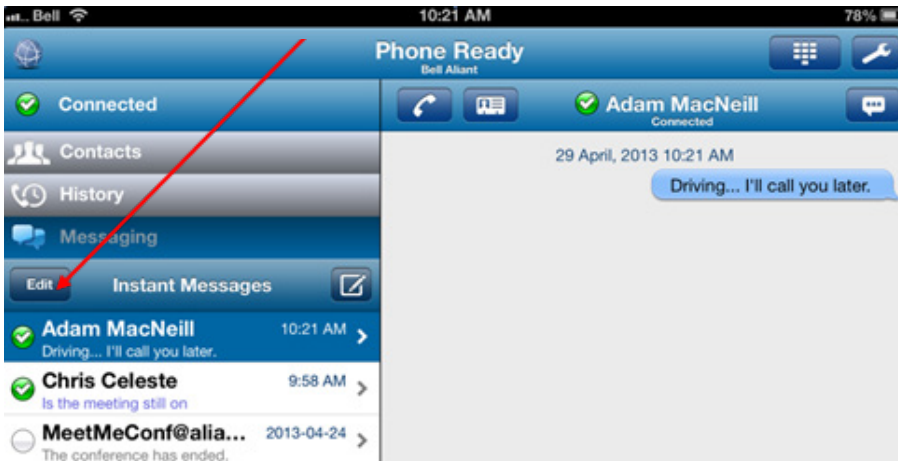


To Delete an IM

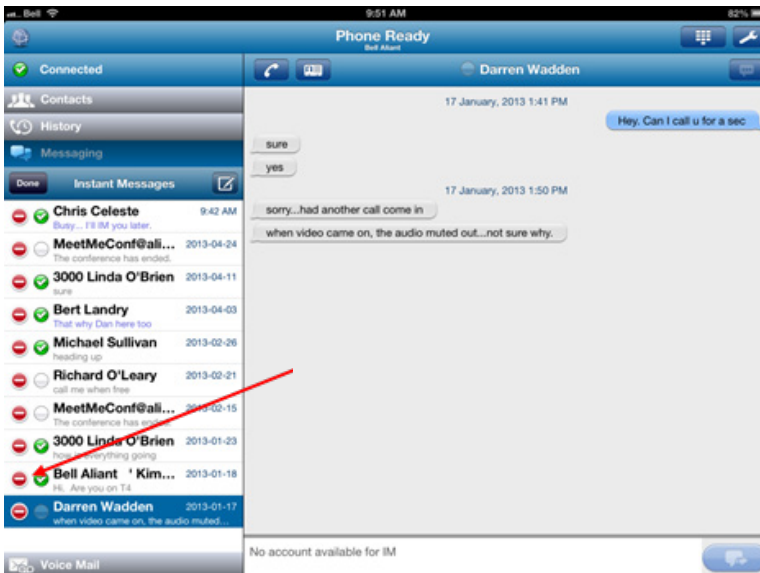
Step 1: Select the IM from the Messaging panel on the left.



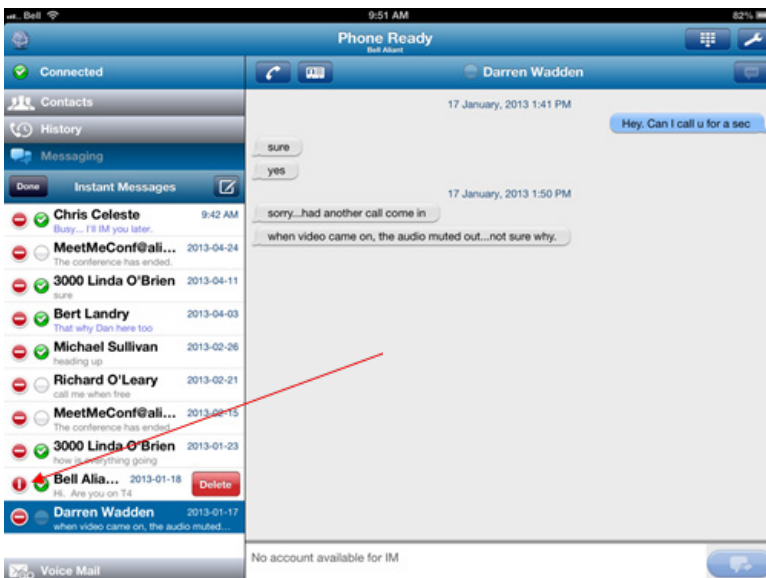
Step 2: Tap Edit above the list of Instant Messages



Step 3: Tap the red circle beside the message.



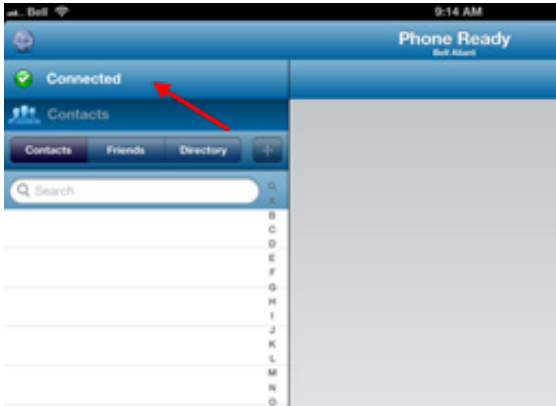
Step 4: Tap Delete.



# Presence

Manually set your presence status or create a custom status that appears to contacts who watch your presence.

**Step 1:** Tap your **current status** at the top of the left panel. The My Status presence options window opens.



**Step 2:** Select a status. Tap anywhere else on the application to return to the home screen.



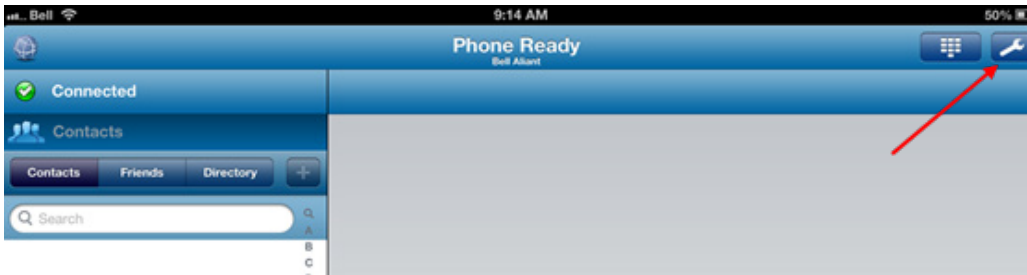
**Note:** 3G/4G presence notifications appear only when **Settings >Account > Cellular Data Network > Use When Available** is ON.



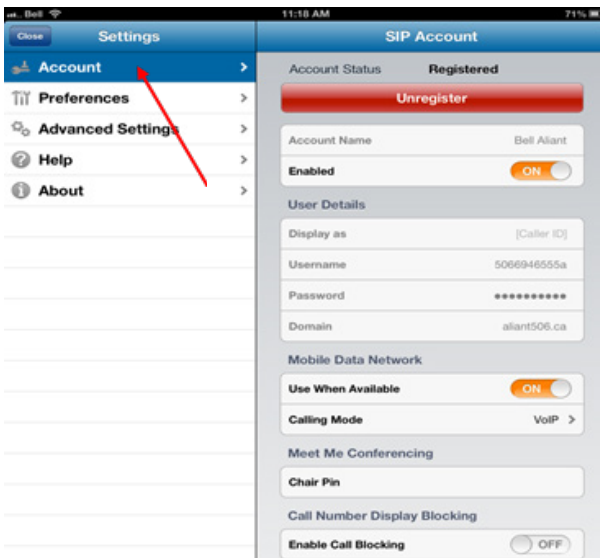
# Call Number Display Blocking

Block your calling identification information for outgoing calls. This will allow you to make an anonymous call.

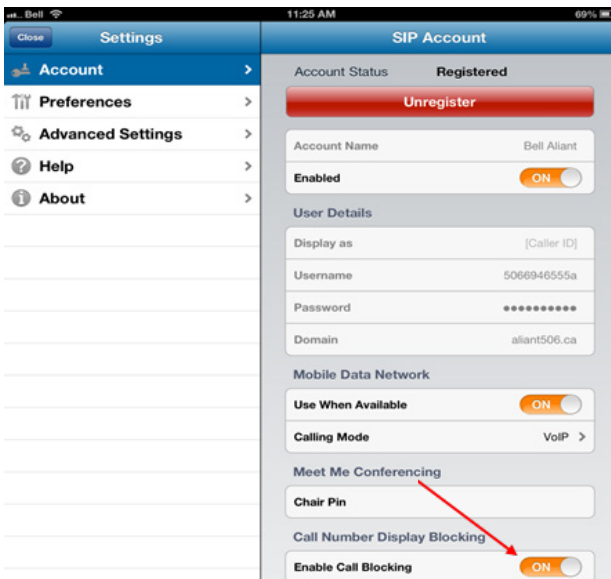
**Step 1:** Tap Wrench  at top right corner to access **Settings**



**Step 2:** Tap **Account**

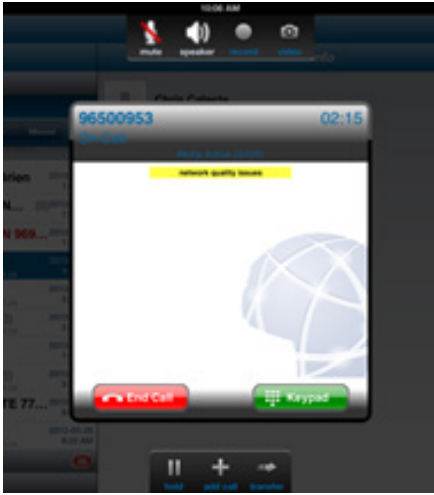


**Step 3:** Scroll to **Call Number Display Blocking** and tap **ON**



# Network Quality Indicator (RTCP-based)

The call screen displays a yellow alert to indicate when there are network quality issues that may affect call quality. The alerts help you to decide to handoff a VoIP call from Wi-Fi or Mobile data to the cellular network.



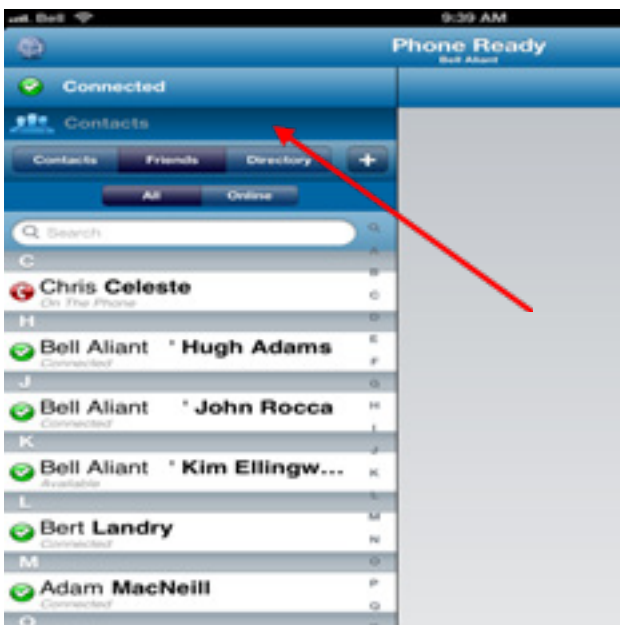
## DIRECTORIES AND LOGS

### Network Personal Contacts

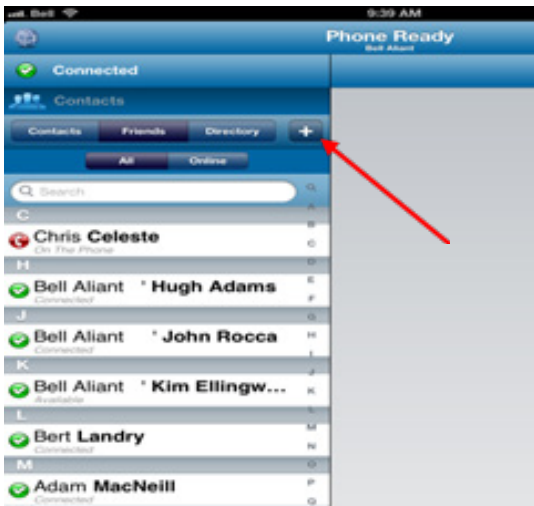
Your iPad contains a personal list of contacts. You can add, edit and delete contact information from the client. Tap on a contact to send an IM or to call them. Any changes that you make to the personal contacts list from the iPad will also appear in the PC Phone

To access the list of personal contacts:

**Step 1:** Tap **Contacts**. To add a new contact:

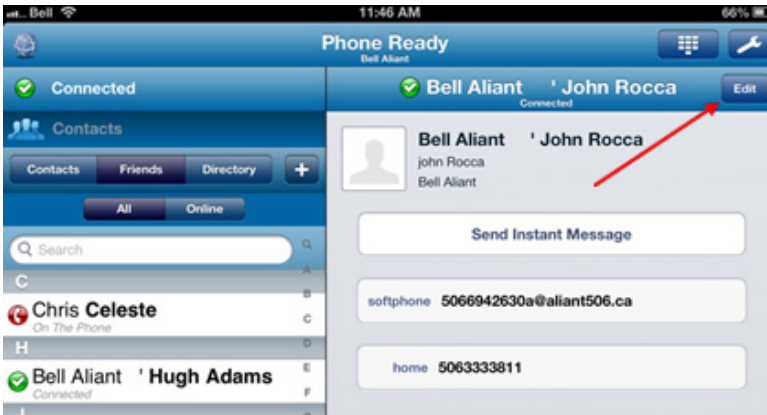


Step 2: Tap + to add a new contact. To change existing contact information:



Step 3: Tap the contact you want to change.

Step 4: Tap Edit.



Step 5: Tap on the field(s) you want to edit and make the changes.



**Step 6:** Tap **SAVE** to save the changes.

To delete a contact:

**Step 1:** Swipe from right to left over the contact you want to remove.

**Step 2:** Tap **Delete**



To delete a contact:

**Step 1:** Tap the contact you want to remove.

**Step 2:** Tap on **Edit**

**Step 2:** Scroll to the bottom of the contact information and tap **Delete Contact**.



# GLOBAL ADDRESS BOOK

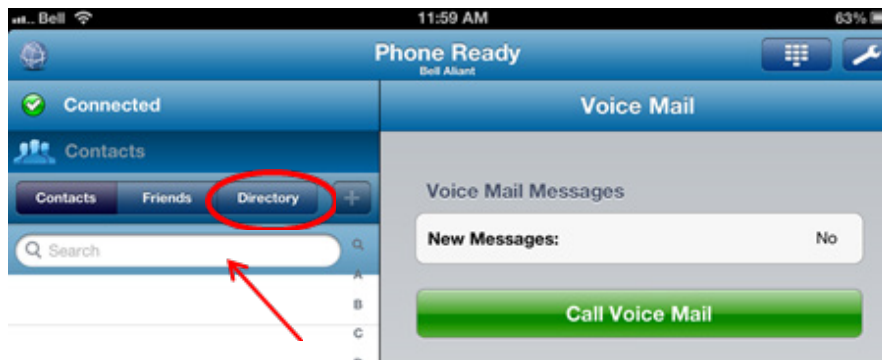
The Global Address Book is a corporate directory that includes search capability. Once you have located a contact in the Global Address Book you can

- add them to your Personal Address Book on the client
- call, IM, SMS or email

This will allow you to search the corporate directory by entering part of the name.

**Step 1:** Tap **Contacts**.

**Step 2:** Tap **Directory**.



**Step 3:** Enter all or part of the name and wait while the directory loads the contacts that match the search criteria.

Choose one of the following actions:

To call the contact:

**Step 1:** Tap on the contact's softphone ID or number.

To add the contact as a Friend:

**Step 1:** Tap **Add as Friend**.

**Step 2:** Tap **Save**.

To send an instant message:

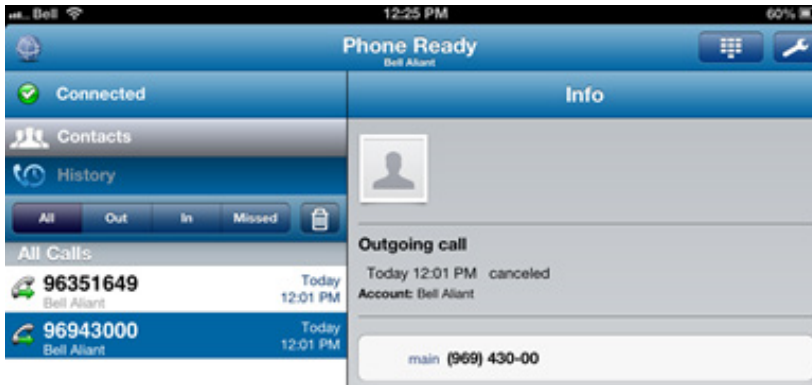
**Step 1:** Tap **Send Instant Message**.

# Local Call Logs

The IPHONE UC client records all incoming, outgoing and missed calls.

**Step 1:** Tap **History**. The call log displays. Choose **All**, **Out**, **In** or **Missed** too see a specific call log.

**Step 2:** Click a contact to call.



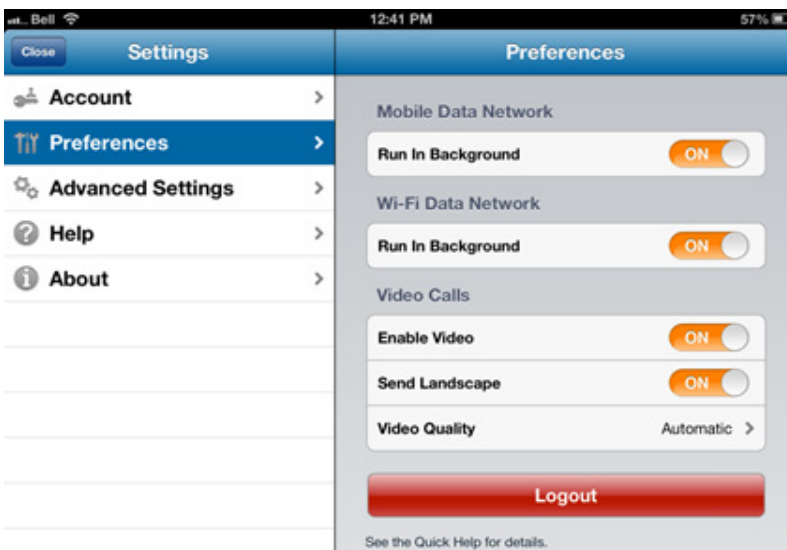
## SETTINGS AND HELP

### Independent VoIP from IM and Presence Settings

Through the Use When Available setting you can control whether UC runs only on Wi-Fi connection or over both Wi-Fi and the 3G/4G network. The **Allow VoIP Calls** setting modifies the **Use When Available** behavior when it is **ON**. If Click to Call is enabled, call attempts while in 3G/4G automatically invoke Click to Call (through Call Back) to save money.

In the Bell Aliant UC application:

**Step 1:** Tap **Settings**, then **Preferences**.



## Mobile Data Network:

- **OFF:** Does not allow any UC services to run when in 3G/4G only (that is, when not in Wi-Fi).
- **ON:** Allows UC services (IM/Presence) to run over 3G/4G.

## CELLULAR DATA NETWORK CALLING MODE

When you are using the Mobile Cellular Data Network, you can choose the calling mode to control how calls are initiated.

**Step 1:** Tap **Settings>Account**.

**Step 2:** Under Cellular Data Network, tap **Calling Mode**.

**Step 3:** Select your setting, as follows.

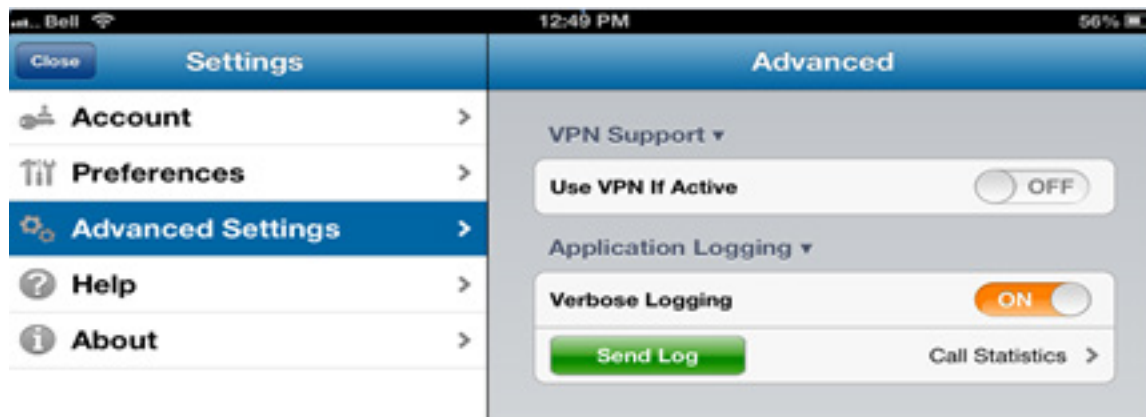
**Table 1** - Calling Mode options

Mode	Use When
NONE	You do not want to place calls using the Mobile Data network and you do not want the UC client to automatically place these calls over the Circuit-Switch network.
VoIP	You get good voice quality over your Mobile Data Network and you have a data plan that allows for the additional data usage.

## TROUBLESHOOTING

This feature allows you to send a diagnostic log for operator debugging purposes. If you are able to login to the Bell Aliant UC application:

**Step 1:** Tap **Settings**, then **Advanced Settings**, then **Send Log** under **Application Logging**.



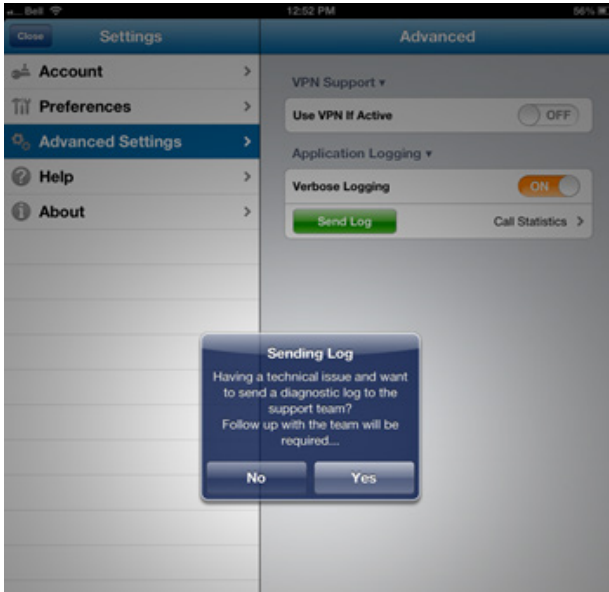
**Step 2:** Record the log number and contact your next level of support.

If you are unable to login to the Bell Aliant UC application:

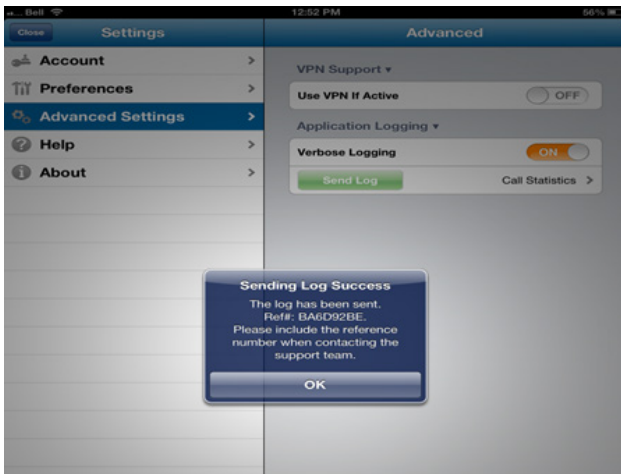
**Step 1:** Fill in your username and password on the login screen.

**Step 2:** Hold down on the **Login** button for five seconds.

**Step 3:** The Bell Aliant UC application will prompt you about sending a log.



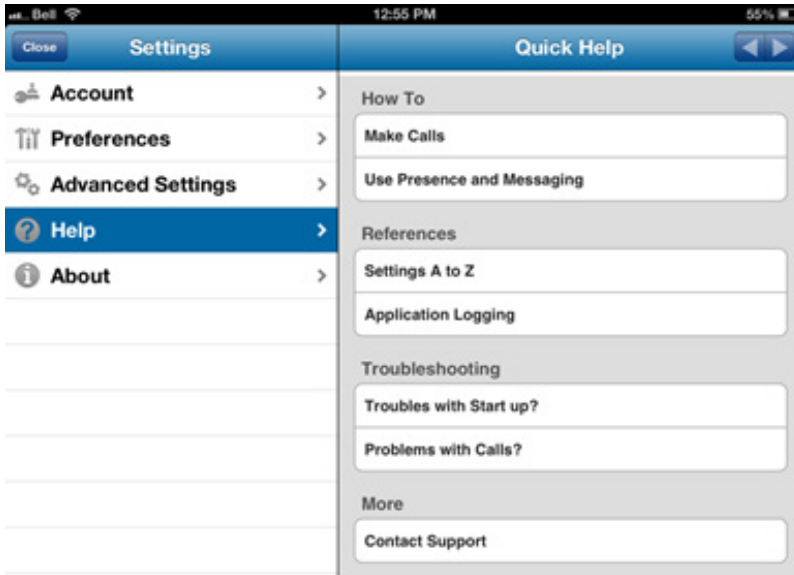
**Step 4:** Click **Yes** to send the log.





# Getting Help

To access Help, tap **Settings**>**Help**. Scroll through the Table of Contents for feature, configuration and troubleshooting topics.



## iPad Quick Reference

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Contact Bell Aliant [bellaliant.net/unifiedcommunications](http://bellaliant.net/unifiedcommunications). Support