

Lightpath

LP UC Desktop & Mobile Applications



Quick Start Guide

Installation

Lightpath Unified Communications (LP UC) makes it easier than ever for you to work from wherever. For the best experience, utilize Chrome or download the desktop and mobile applications.



Use Chrome

Or



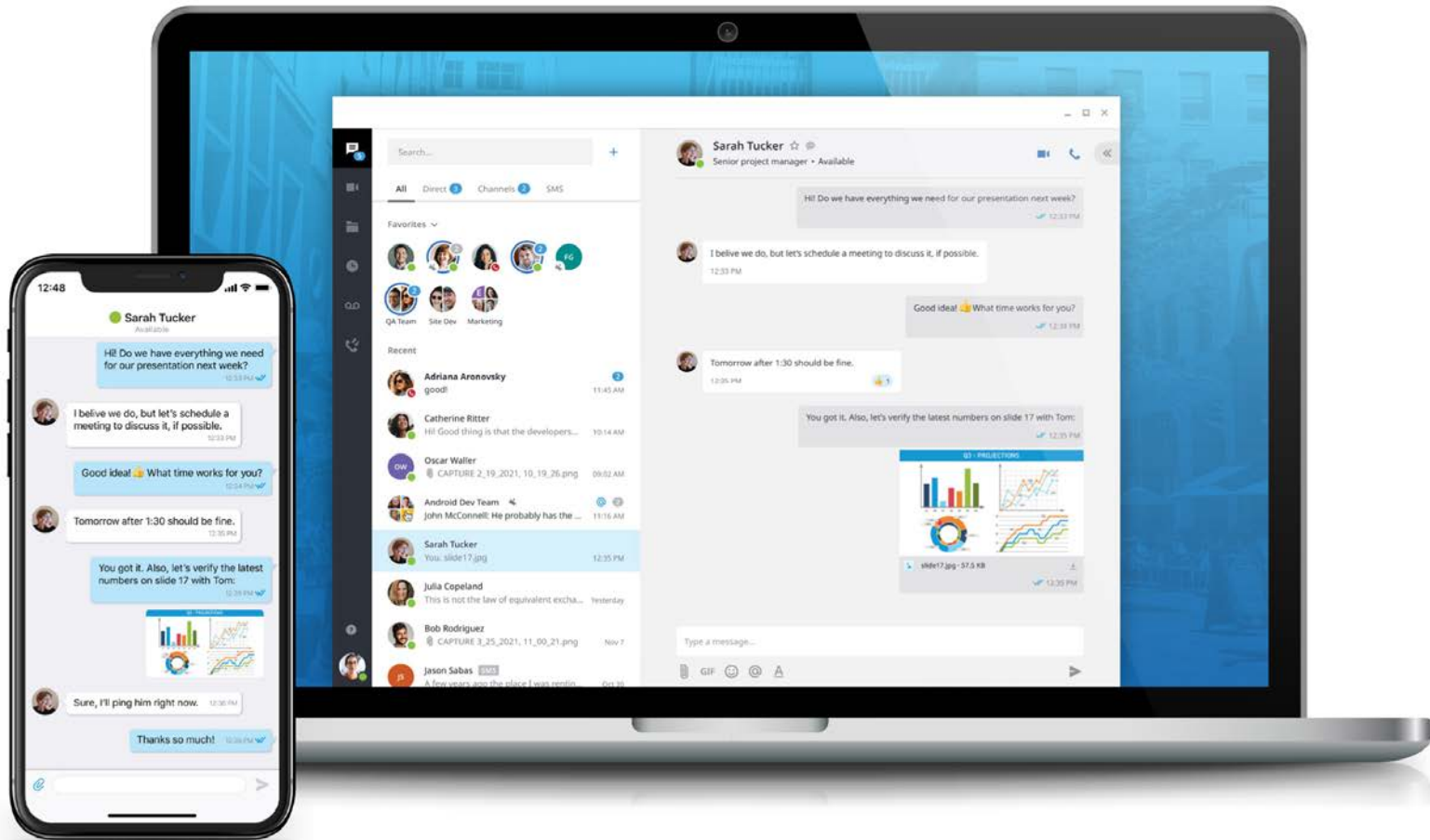
Download Desktop App



Scan the QR code
or download from the
iOS or Android Store.

Sign In

Log in to the desktop and mobile applications using your work email address and LP UC password.



Learn the Basics

The screenshot shows the Lightpath Unified Communications interface. On the left is a vertical navigation bar with icons for Messaging, Meetings, Files, Call History, Voicemails, Calling, Presence, and Help. The main area is split into a left sidebar (Favorites and Recent contacts), a central chat window (Android Dev Team), and a right sidebar (Channel details). A 'New Message' menu is open over the chat window, and a 'Chat Search' overlay is visible on the right.

Messaging
Communicate in real-time 1:1 or in teams using private and public channels

Meetings
View upcoming meetings, connect with teams and customers in HD video with screen sharing, annotation and more

Files
Access, share, and manage files in real-time

Call History
See a record of all inbound and outbound calls

Voicemails
Manage and view voicemail transcriptions

Calling
Access company directory at-a-glance, manage and place calls

Presence
View co-worker availability in real-time

Help
Access more information on app features, information on product updates, and answers to common questions

Search
Search for people in your organization

New Message
Select type of message to send via 1:1, group chat, SMS, or create a contact

Meet Now
Start a meeting, share your screen, and more

Manage Channels
Add members, search, favorite and more

Chat Search
Search chat threads for relevant messages

Replies
Respond to a specific conversation

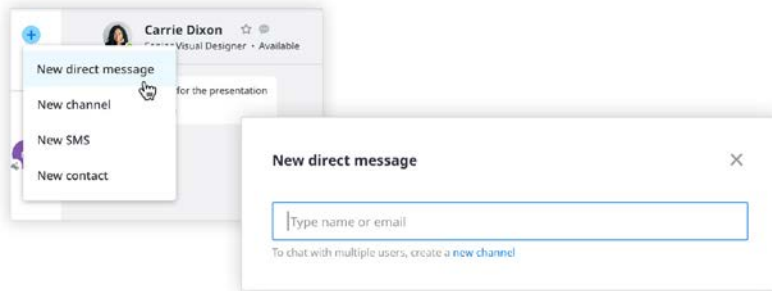
Files
Locate, preview and download files that have been shared in a chat

Compose Messages
Type, format, and @ mention here. Use GIFs and emojis to make conversations more engaging

Settings
Manage application settings, notifications, access integrations, and more

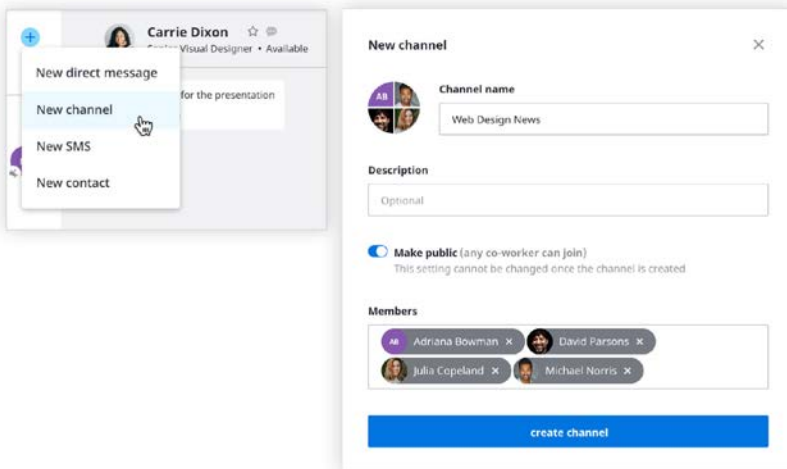
Start a chat

Connect with co-workers in real-time. Select + to **create a new direct message**. A direct message is a chat with a single person. Type the name or email of the individual, write your message, select ►



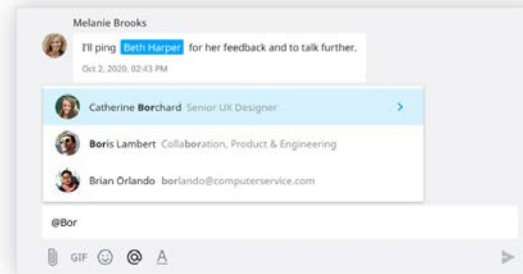
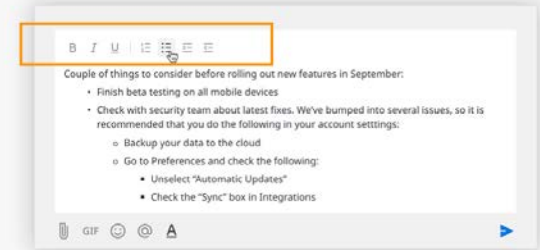
Create a new channel

A channel is a group discussion—this can be dedicated to a department, specific project, etc. Type in Channel name, add a description, choose if you want the channel to be public or private, and add members.



Create a new SMS

Select + to create a new SMS message. An SMS is a text message sent to a mobile phone number. Type in the 10-digit mobile number or search contacts and click "start conversation."

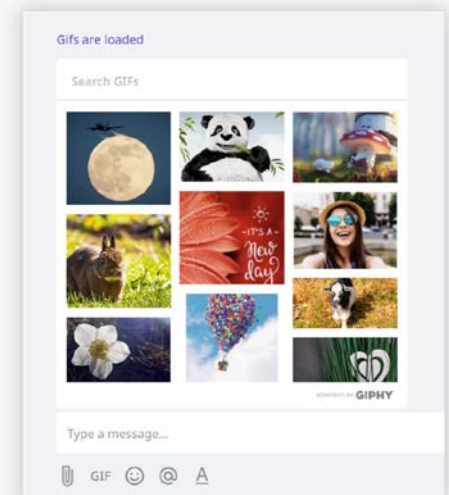


Create a new SMS


To get someone's attention in a channel, select @, then type their name or select them from a list that appears. You can @ mention multiple people at once.

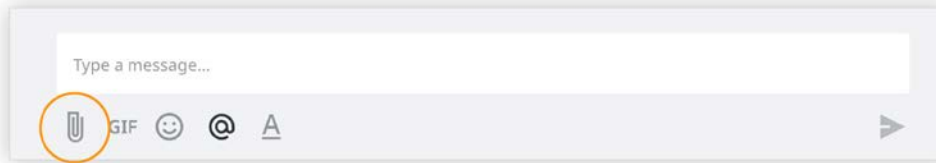
Add emojis and GIFs to chat

Have fun with co-workers by adding emojis and GIFs to chats. Select the 😊 to add a GIF.

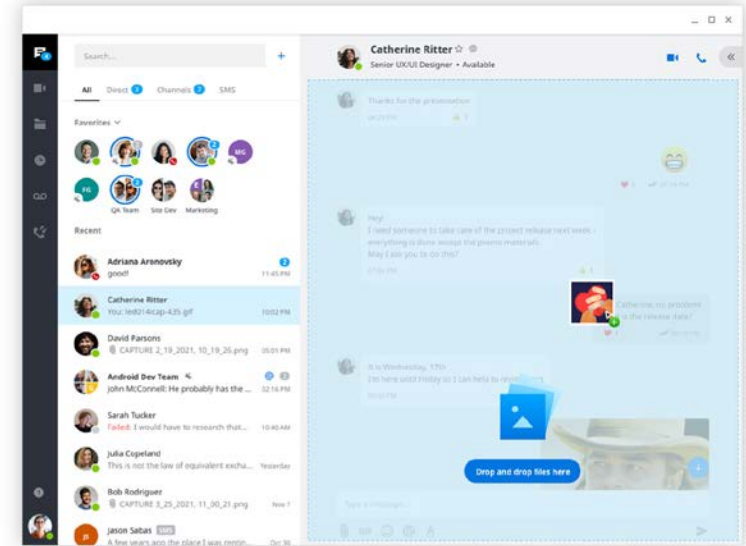


Easily share files to collaborate with colleagues in real-time.

From a direct chat or channel, select  to upload an attachment into your message.

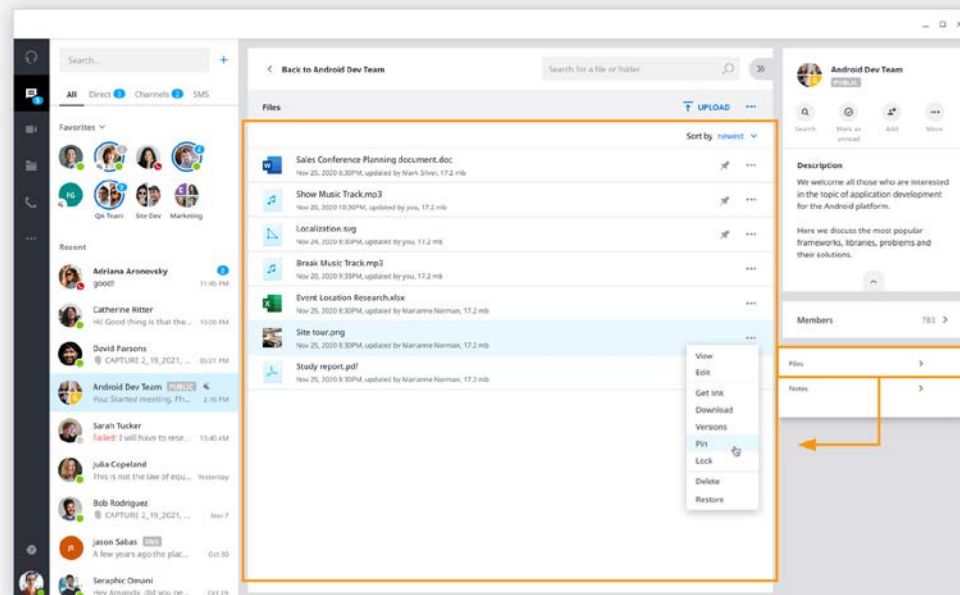


Drag and drop documents from your desktop directly into any message.



Filter files

Use the Files filter to locate, preview and download files that have been shared in a chat.



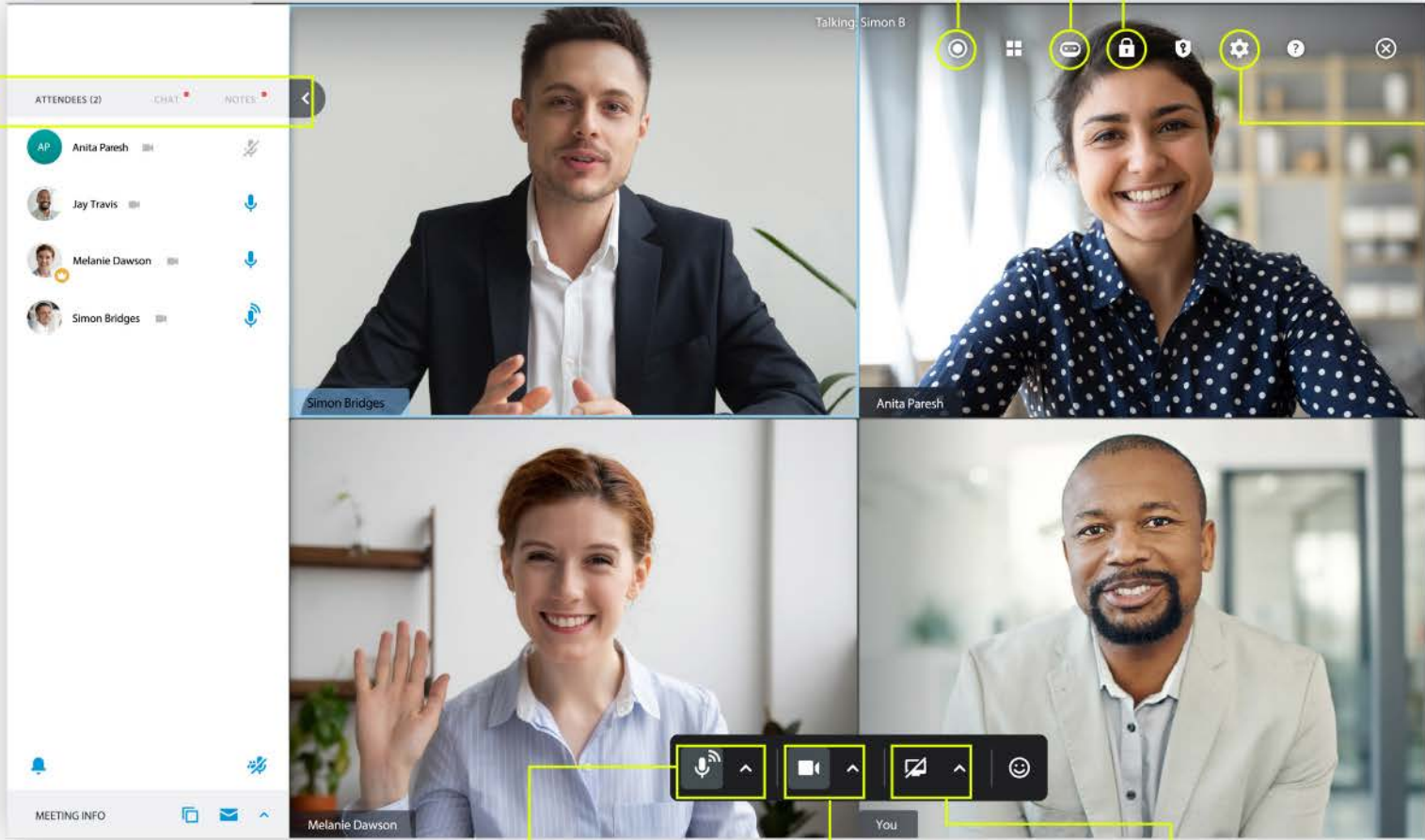
Meet face-to-face in HD video with anyone, from anywhere.

Panel
View attendees, chat, take notes and more

Record
Record meetings and play them back anytime

Virtual Assistant
Transcribe meeting audio and email the results to the host

Lock/Unlock
Lock down your meeting with an extra-layer of security



Settings
Access advanced security features, virtual backgrounds, and more

Audio
Mute and access extended audio settings

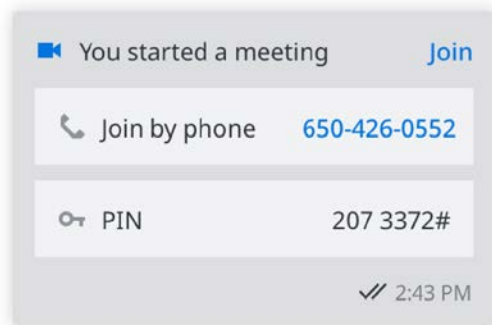
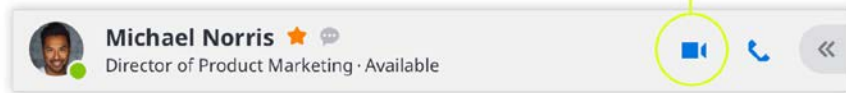
Webcam
Share your webcam to connect in HD video

Screenshare
Share content and use screen annotation to collaborate in real-time

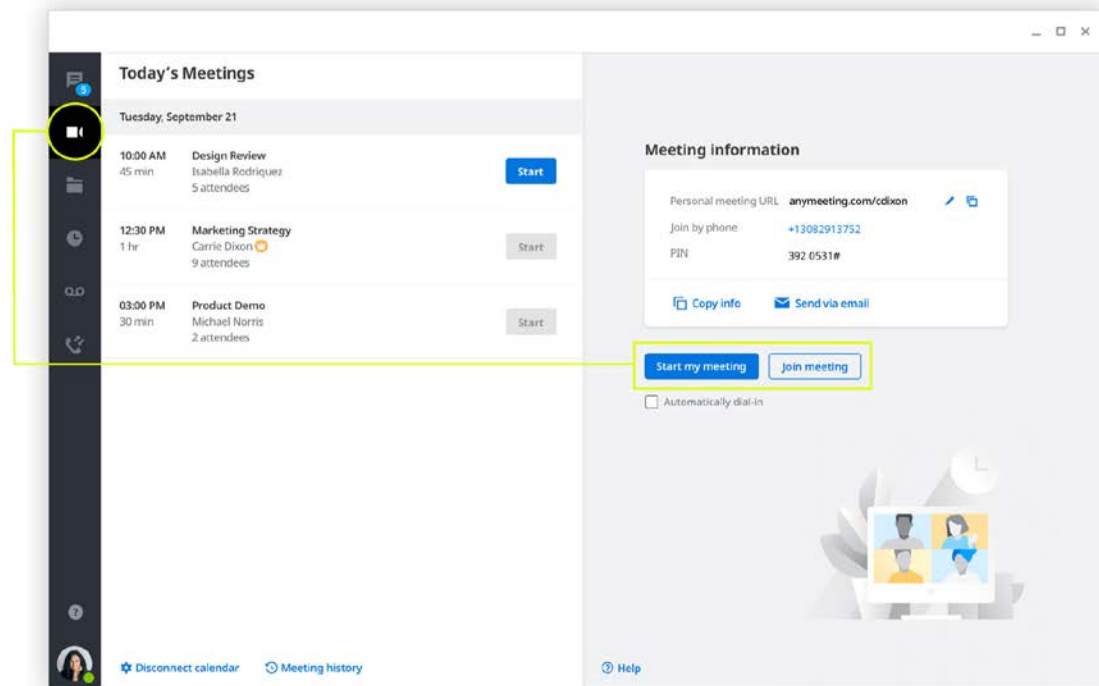
Meet face-to-face in HD video with anyone, from anywhere.

Start a Meeting

From a direct conversation or channel, select



From the meeting tab, you can
Select "Start my meeting"
or join a meeting



Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.



Your administrator will need to enable this.



Download the LP UC Chrome Extension to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser

For a better collaboration experience, use File Share to access, manage, store and share files safely and securely with anyone inside or outside your organization.

The image shows a screenshot of a file management application interface. The interface includes a left sidebar with navigation icons, a top navigation bar with 'Recents' and 'Favorites' tabs, and a main content area displaying a list of folders. Callout boxes with yellow borders and lines pointing to specific UI elements are present:

- View recent files:** Points to the 'Recents' tab in the top navigation bar.
- Access Favorite files and folders:** Points to the 'Favorites' tab in the top navigation bar.
- Upload, and store files:** Points to the 'UPLOAD' button in the top right of the main content area.
- Access, share and manage files:** Points to the file management icon (a folder with a document) in the left sidebar.

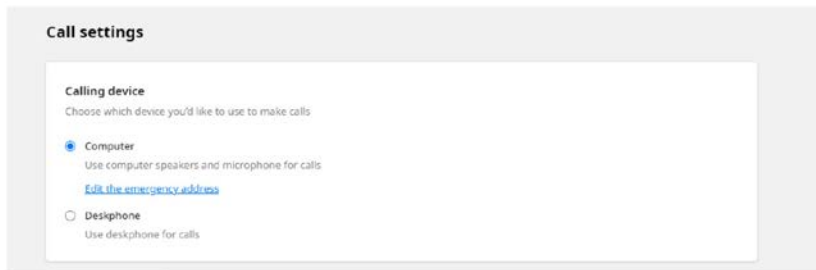
The main content area shows a list of folders under the 'Documents' view:

Folder Name	Share/Action
Backup feature launch	SHARE
Buying Criteria	SHARE
Content base campaign	SHARE
Emails	SHARE
Files <small>Shared by you with 1 user and via weblink</small>	SHARE
V1 <small>Shared via weblink</small>	SHARE

Place, receive and manage calls in two ways:

Computer: Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)

Desk Phone: Use hardware (desk phone) for calls

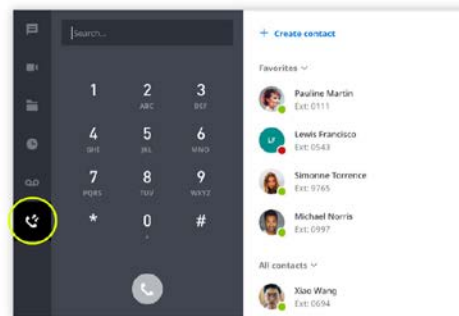


Calling features vary based on calling mode

Feature/ App Mode	Place A Call	Receive A Call	3-Way Calling	Mute / Unmute	Hold	DTMF	Call Flip	Call Park	Transfer	End Call
Computer	●	●	●	●	●	●	●	●	●	●
Desk Phone	●	Desk Phone		Desk Phone	Desk Phone	Desk Phone	●	●	●	●

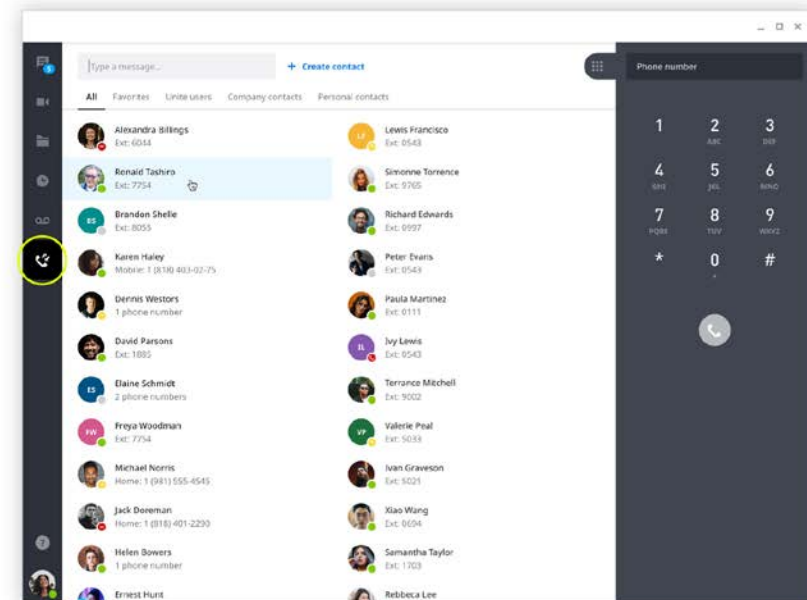
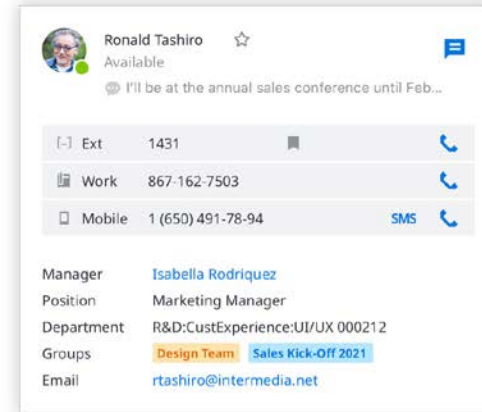
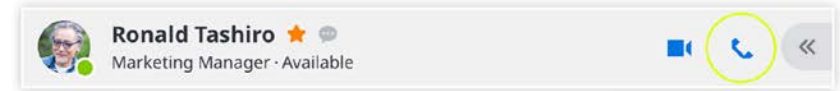
Place calls and view contacts

Place calls to internal and external contacts, search and view company contacts at-a-glance, and switch between pre-defined filters to manage calls



Place calls from chat

Select to call someone from a 1:1 chat or from a contact card



Take your work with you wherever you go

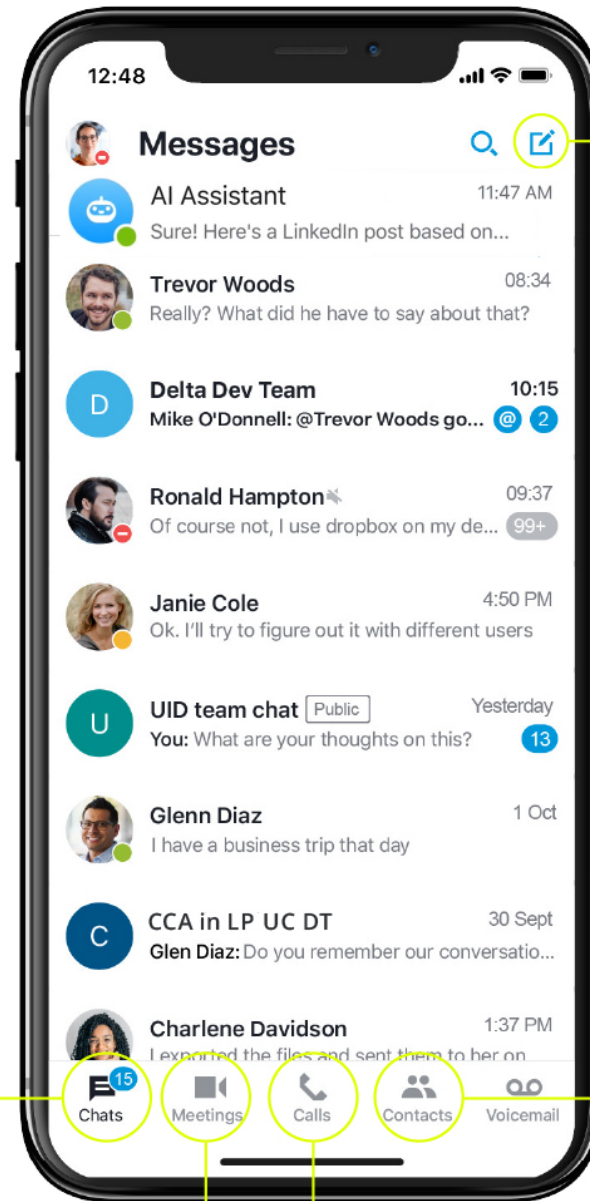
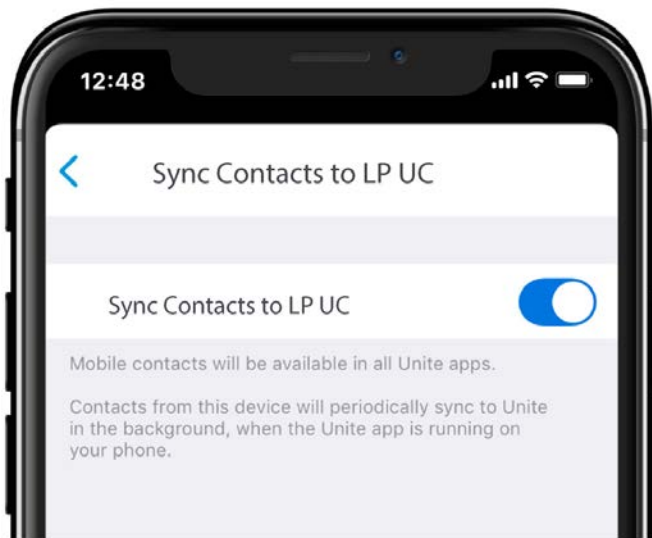
Call, chat, meet and collaborate from your mobile device with the LP UC mobile application.

Message sync

All messages sync across desktop and mobile apps

Contact sync

Sync contacts from your personal device to your LP UC desktop and mobile app



Start new messages:
Create a new direct, channel or SMS message*

Messaging:
Communicate in real-time with Direct and Channel messaging

Contacts:
View all company and personal contacts

Meetings:
Host and join meetings**

Calls: Use your business phone number to place, receive and manage calls

* Business SMS must be enabled by admin.
Business SMS is only available in North America

Host and join meetings from wherever you go. Your meeting schedule and information sync across mobile and desktop applications, allowing you to collaborate from anywhere.

