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About IP Centrex Desktop App for Windows

IP Centrex Desktop App is a native Windows client that provides the following communication features:

- Instant Messaging and Presence
- Voice Calling (VoIP)
- Voice Calling (Desk phone)
- Desktop Sharing
- IP Centrex Call Settings
Get Started

This section contains instructions to help you install and sign in to the IP Centrex Desktop App.

Technical Specifications

System requirements are as follows:

- Windows 7, Windows 8/8.1, or Windows 10 Home
- The installation footprint is 215 MB
- For voice calls, a sound card, speakers, and a microphone or a headset are required

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.
- Windows version: 64 bit Dell Inspiron 3147
- IP Centrex Desktop Version (updated using 21.0.0.698-COX [originally done using 21.0.0.509-COX])
Installation

Use the following steps to download the IP Centrex for Windows installation file.

   Result: The Welcome to MyAccount Login window appears.
2. Enter your User ID and password and click the Sign In button.
3. From the left navigation bar, click the VoiceManager Tools menu.
   Result: The VoiceManager Dashboard appears.
4. Click the Applications tab.

   Figure 1. Applications tab

5. Scroll to the IP Centrex Apps for Unified Communications section and click the Download for Desktop link.
   Result: A Select Platform dialog box appears.
6. Click the Download the Windows Desktop app link.
   Result: The Select Platform dialog box appears.
7. Click the link to designate whether you want to download the Windows Desktop app.

   Figure 2. Select Platform dialog

8. Based on the web browser you use, select where you want to save the installation file on your computer.
9. Locate the downloaded file and open it to begin the installation. **(Note: If prompted with: Do you want to allow this app to make changes to your PC? click Yes.)**

10. Click the **Next** button.

   **Figure 3. Cox Business IP Centrex Setup start screen**

11. Review the entire **License Agreement** and click the **I Agree** button to continue. **(Note: If you do not scroll to the bottom of the License Agreement before you click I Agree, you will need to click I Agree again.)**

   **Figure 4. License Agreement**
12. Select the **Install Options** you prefer, and then click the **Next** button. **(Note: The defaults are shown in Figure 4.)**

**Result:** The **Choose Install Location** window appears.

**Figure 5. Install Options window**

![Install Options window](image-url)
13. Click the **Browse** button to specify a Destination Folder for the installation files, and then click the **Next** button. (Note: We recommend the default **Destination Folder** shown in Figure 5.)

**Result:** The **Choose Start Menu** folder window appears.

**Figure 6. Choose Install Location window**
14. Select the **Start Menu** folder in which you want to create the program’s shortcuts, and then click the **Install** button. *(Note: The defaults are shown in Figure 6.)*

**Result:** The installation process begins.

**Figure 7.** *Choose Start Menu Folder*

![Choose Start Menu Folder](image)

**Figure 8.** *Installing progression window*

![Installing progression window](image)

15. When the installation is completed, the **Next** button will become enabled.
16. Click the **Next** button.
17. Click the **Finish** button.
18. Locate the **IP Centrex** icon on your Windows desktop and click it to launch the app. **Result:** The **IP Centrex Sign In** dialog box appears. (See Figure 11.)

19. Enter your Cox Business MyAccount User ID and Password. (**Important:** The MyAccount User ID must have an IP Centrex phone extension with the Unified Communications add-on assigned to it.)

**Note:** When you log in successfully, Windows Firewall may prompt you to allow IP Centrex for Windows App to work on Private and Public Wi-Fi networks. Review the options carefully and select your preference.

*If you do not allow the App to communicate on specific wired and wireless (Wi-Fi) network types (such as Private vs Public), IP Centrex for Desktop will not work when you are connected to those networks. Therefore, we recommend that you allow the application to communicate on both networks. (See Figure 9.)*

**Figure 9. Windows Security Alert screen**

---

20. When you click the **Allow access** button, the **Outlook integration** dialog box appears (Figure 10).

21. We recommend that you click the **Yes** button to allow the IP Centrex for Windows App to search Outlook contacts and observe Outlook Calendar events. **Result:** The **IP Centrex Desktop App for Windows** is ready to use.
Sign In

When you first launch the application, you are prompted to sign in. (Note: You may be prompted to enter the Uniform Resource Locator [URL] to access the Sign In screen.)

1. Enter your IP Centrex user name and password.
2. Select whether you would like IP Centrex Desktop App to remember your password.
3. Select whether you would like IP Centrex Desktop App to sign you in automatically on subsequent launches.
4. Click the Sign In button.

You can also access Help and Preferences directly from the login window.

Note: If you choose automatic sign in, the Main window appears when you launch IP Centrex Desktop App. Otherwise, the Sign In screen displays when you launch the application. The default window that you see when you sign in depends on how the application has been configured; otherwise, the App remembers the tab you were on when you last signed out and opens it at sign in.

You may only run one desktop client at a time with the same account.
Main Window

When you start IP Centrex Desktop App for the first time, your **Contacts** list is empty. Use the **Search and Dial** field to find people and add them to your **Contacts** list or click the “+” icon to manually add the person.

![Figure 12. IP Centrex Desktop App Main Window](image)

**Table 1. Main Window Icons and Descriptions**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Minimize chat window" /></td>
<td><strong>Minimize chat window</strong> – Decreases chat window to the bottom toolbar on your desktop.</td>
</tr>
<tr>
<td><img src="image" alt="Increase chat window" /></td>
<td><strong>Increase chat window</strong> – Increases the size of the chat window on your screen.</td>
</tr>
<tr>
<td><img src="image" alt="Close window" /></td>
<td><strong>Close window</strong> – Exits chat window.</td>
</tr>
</tbody>
</table>
| ![Availability status](image) | **Availability status** – Alerts users to your accessibility. Green means you are available to chat; Yellow means that you are online, but are idle, or you have been away from your computer for 10 minutes. Red means that you are unavailable/busy; and Gray means you are offline. 
  IP Centrex App for Windows Desktop can automatically update your presence to the following status: Busy – In Call; Busy – In Meeting; Available (desk phone); Available (mobile) |
| ![Contacts](image) | **Contacts** – View your contacts. |
| ![Call History](image) | **Call History** – View previous calls. |
| ![Dial Pad](image) | **Dial Pad** – Make calls, it is integrated with the main window. |
| ![Company Directory](image) | **Company Directory** – Show all contacts in the directory. |
| ![Call settings menu](image) | **Call settings menu** – Use for quick access to call settings such as call forwarding. |
### Main Window

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗓️</td>
<td>Chat – Start a chat session.</td>
</tr>
<tr>
<td>📞</td>
<td>Call – Make an IP audio call to a selected contact.</td>
</tr>
<tr>
<td>📞</td>
<td>Call from Phone – Make a click-to-dial call from your desk phone (or secondary device).</td>
</tr>
<tr>
<td>🎧</td>
<td>Sound – Adjust the volume bar to change the volume. Drag it all the way to the left to mute your speaker. (When you do this, a small line appears in front of the icon.)</td>
</tr>
<tr>
<td>⏰</td>
<td>Menu – Open Call Settings, Preferences, and Help.</td>
</tr>
<tr>
<td>+</td>
<td>Add – Add a contact, group, or conference.</td>
</tr>
</tbody>
</table>

### Location

Your location is automatically determined by your public IP address; however, you can manually set the text to appear for your location and time zone using the Location dialog box.

### Communications Window

When you begin a conversation with one or more contacts, a **Communications** window appears for chat and calling capabilities. From this window, you can perform the following actions:

- Escalate a chat to include audio
- End a call
- Open the dial pad
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call
Use one of the following methods to begin a chat session:

Double-click a contact from the **Contacts** list or search results.

*or*

Left-click one or more contacts from the **Contacts** list or search results and click the **Chat** icon.

*or*

From the **Call History** list, double-click a chat entry.

*or*

From the **Communications** window, click the **Chat** icon.
Make a Phone Call

Figure 14. Dial Pad

Make a call using one of the following methods:

1. Left-click one or more contacts from the Contacts list or search results and click the Call, Call from Phone button.
2. Right-click one or more contacts from the Contacts list or search results and click the Call or Call from Phone.
3. Enter a phone number in the Search and Dial field. (See Figure 12.)
   - Click ENTER to start a VoIP call.
   - Click the Call or Call from Phone button.
4. Click the dial pad icon to open the key pad.
5. Enter a phone number in the field, and then click the Call or Call from Phone icon.
6. On the Communications History list, double-click a call entry.
7. In the Communications window, click the Call or Call from Phone button.
8. When viewing a contact’s profile, click the Call or Call from Phone button.

Note: If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the Communications window has focus or open the dial pad in the Communications window.
Active Communications

Active communications appear at the top of the Contacts list in the main window. This area provides an easy view to see the people with whom you are communicating. By default, the call window is shown in the Active Communications area in the Main window (where the call can be controlled in the desktop client). It reduces the number of communications windows.

The following is also available in this area:

- Double-click an active communication to open the Communications window. If the call window is integrated, you can use a menu option to show it separately.
- End a call.
- Mute the microphone.
- Place a call on hold.
- Merge two calls or transfer by dragging and dropping calls onto each other.
- Transfer a call.
- Make conference calls.
- Park and retrieve calls.

As an option, more buttons can be added to the active communications area:

- Conference
- Call transfer
- Call park

When enabled, you can use the buttons for faster access to the services.
Contacts

Contacts are the people with whom you communicate. There are three types of contacts:

- **Contacts** – Individuals with whom you communicate.
- **Conferences** – Audio conference bridges.
- **Groups** – Sets of contacts and/or conferences.

There is no suggested limit on the number of contacts you can add; however, the more contacts that are added, the more memory and processing speed will be needed. In addition, the more contacts that are added will require the need to use the search function. You can use the Company Directory in place of a very large local contact list to keep memory and processing requirements to a minimum.

**Add**

When you sign in for the first time, there are no contacts on your contact list. Add a new contact at any time by selecting the Add Contact item from the menu or choose the Add Contact button from the main window.
Use the following steps to add a new contact.

1. From the **Main** window, click the plus (“+”) icon.  
    **Result:** A menu of types of contacts you can add appears. (See Figure 15.)

2. Click the **Add Contact** option.  
    **Result:** The **Add Contact** screen appears. (See Figure 16.)

3. In the **Add Contact** dialog box, enter the contact’s information and then click the **Add Contact** icon (عناصر).  
    **Result:** The newly added contact appears on your contact list. (Note: By default, your presence information is always shared with a new contact if an Extensible Messaging and Presence Protocol (XMPP) address is provided.)

4. If you receive a buddy request, there are two buttons that allow you to accept or reject the request. If you accept, you may see the person’s contact card.
   
   **Note:** If you dismiss the request, the window only ignores the request for the duration of the login session. It reappears after the next login.

5. To add a **conference** contact, click the same button as you did for **Add contact** and choose the **Add conference** menu option. (Note: A conference contact is a special contact used for conference bridges that automatically remembers PIN codes and the conference number.)
6. To create a contact for a weekly conference, add a conference bridge number and PIN, and then right-click the contact or select the contact and click the Call button to join the conference.

7. Choose the Add group menu option to add a new group to the contact list. Note: You may also add contacts to your list from the company directory. To do so:

8. Select the company directory icon to view the directory.

9. Select the person that you would like to add to your list.

10. Click the Add Contact option. (See Figure 15.)

**Add Conference Contact**

Use the following steps to add a conference bridge to your list of contacts.

1. From the Main window, click the plus (“+”) icon.
   Result: A menu of types of contacts you can add appears. (See Figure 15.)

2. Click the Add Conference Contact option.
   Result: The Add Conference Contact screen appears. (See Figure 17.)

   **Figure 17. Add Conference Contact screen**
3. Enter information about the conference and then click the Add Contact icon ( ).

Result: The newly added conference contact appears on your contact list.

Figure 18. New Conference Contact entry

Add Group

The IP Centrex Desktop App for Windows allows you to set up a type of contact to which you can add multiple people. A Group is an easy way for you to communicate with several contacts simultaneously.

Use the following steps to add a Group.

1. From the Main window, click the plus ("+") icon.
   Result: A menu of types of contacts you can add appears. (See Figure 15.)

2. Click the Add Group option.
   Result: The Add Group dialog box appears. (See Figure 19.)

3. In the text field, enter the name of the group you want to add.

4. Click the OK button.

Result: The new group appears in the Main window. (See Figure 18.)

Figure 19. Add Group
5. To add members (contacts) to a group, click the person you want to add from the Contact list and right-click.
   **Result:** A sub-menu appears. (See Figure 20.)

6. Click the **Add to Group** option and click the name of the group you want to add the contact.
   **Result:** The contact is added to the group.

![Add Contact to Group](image)

**Figure 20. Add Contact to Group**

**View Profile**

1. To **View** (a contact’s) **Profile**, click **View Profile** in the Contact options menu. (See Figure 17.)
   **Result:** The contact’s full information appears.
**Edit Profile**

Figure 21. **Contact options**

Use the following steps to edit a contact.

1. Select the contact you want to modify and right-click.
   **Result:** A menu of options appears. **(Note:** This action is the same for normal contacts, conference contacts, and groups. You may also see a button to synchronize the contact card with the Telephony directory or the synchronization may take place automatically. When the manual synchronization button (cloud icon) is visible, contact card details do not automatically sync with server information.

2. Click the **Edit Profile** option.
   **Result:** The contact's profile dialog box appears. (See Figure 18.)
3. Make the necessary change(s) and click the check mark (✓) icon in the lower right corner.
   **Result**: The new information is saved.
   ![Contact Information screen](image)

4. To import the Directory information to the person’s profile, click the cloud (ओ) icon in the lower right corner.
   **Result**: The following message appears:
   ![Import information](image)

5. Click the **Overwrite** button to import or click the **No** button to cancel.

**Remove**

1. To delete a contact from your contact list, click **Remove** in the Contact options menu. (See Figure 17.)
   a. For groups, choose the **Edit** menu option to rename a group.

**Unsubscribe**

1. If you no longer wish to see a contact’s Presence status in your contact list (the flag to the left of the contact’s name), highlight the contact and right-click.
   **Result**: The **Contact’s options** dialog box appears. (See Figure 21.)

2. Click the **Unsubscribe** option.
   **Result**: The status flag disappears, but the contact’s name remains in your list.
Search

You can search contacts in two ways:

1. Use the **Search and Dial** field to search by contact name. The contact list is filtered in real time as you type.

2. Alternatively, use the search menus available by right-clicking the **Contacts** icon in the left pane to display only specific types of contacts such as favorites or online contacts. You can also sort contacts based on first or last name.
Calls

The following table describes additional **Communications** window icons and explains what you can do with them for voice calls.

Table 2. **Call Icons and Descriptions**

<table>
<thead>
<tr>
<th>Icon</th>
<th>What you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Click the icon to open the dial pad and enter a phone number.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Mutes your microphone when you click the icon.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Adjust the volume bar to change the volume. Drag it all the way to the left to mute your speaker (a small line will appear across the icon); drag to the right to increase the volume.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Use this icon to access the Call Options menu. In the Call Options menu, you can find different actions to use for a call.</td>
</tr>
</tbody>
</table>

The **Options** menu includes the following options:

- Transfer a call to a third party.
- Put the call on hold. *(Note: If you hold the call, the other party cannot “un-hold.” In voice calls, all parties see this notification via a pop-up that appears in the middle of their screen.)*
- Add participants to the call.

You can use Feature Access Codes (FACs) to manage your calls while on a call. For example, if you are on an active call and another call comes in, you can press *55 to transfer the incoming call directly to voicemail.

There are several ways that you can place a call.

- Select the contact you wish to call and press the **Call** icon. This dials the default number (the person’s work phone). You can also right-click on the contact you want to call and view a menu that includes other numbers for the contact, such as the person’s mobile number. Click any of those numbers to place a call to the other number. You can also use this feature when you want to transfer a call to the other number or establish a conference call.
- Dial a number in the combined **Search and Dial** field to make a call. Once you enter your numbers, IP Centrex Desktop App searches for contacts on both the local contact list and the enterprise directory.
- You can also call circuit-switched network numbers.
**Call from Computer**

Use the following steps to place a call from your computer.

1. Select a contact from your contact list who you want to call.
2. Click the desired communication button.
3. If you want to communicate with someone who is not in your Contacts list, enter their phone number in the **Search and Dial** field (located at the top of the IP Centrex Desktop App window) and press the **Enter** key.

**Call from Phone**

The second option to communicate in the row of communication buttons is the **Call from Phone**. When you click this button, the desk phone instantly starts ringing and the call is established from your desk phone.

During the call, you can place the call on hold, resume the call, transfer the call, and add a participant to the call. (Your presence status will be set to **Busy – In Call**.)

**N-Way Calling (Multiparty Sessions)**

Use any of the methods shown below to include multiple participants in an ad hoc conference call:

- While in a call, select *Conference from* > *New* from the menu and dial the numbers of the participants you want to add to the call.

  *or*

- Drag and drop a contact into the **Communications** window of a current call.

  *or*

- Initiate a call to one of your groups (see the Add Group section for instructions) by right clicking on the group and selecting **Call**. The IP Centrex Desktop App dials out to all participants and takes everyone off hold after the last attendee answers.

  *or*

- Initiate a call to multiple contacts in your contacts list: Select multiple contacts by using Ctrl + key to select each contact. (To deselect, use the same process.) Right-click on the selected contacts and choose **Call** from the menu. The IP Centrex Desktop App dials all participants and takes everyone off hold after the last attendee answers.
Call Transfer

There are two types of call transfer: “blind” and “attended” (also known as “warm.”) A blind transfer means that you transfer the call to the intended recipient without first announcing who is calling. To place a blind transfer, choose the Transfer Call menu item in the Communications window.

If you want to make an attended (warm) transfer, call the intended recipient and announce the incoming call. This type of transfer can also be performed using the Transfer Call menu in the Communications window.

Message Waiting Indication and Voice Mail

The Message Waiting Indication (MWI) service allows you to receive a notification for a waiting voice mail. By clicking on the message icon in the upper right corner of the main window, IP Centrex Desktop App calls the predefined mailbox number to allow the user to listen to the voice mail.

It is also possible to call voice mail from the dialer when you press and hold the “1” button on the key pad.

Missed calls are indicated by an icon in the main window. Missed audio calls are indicated with a different icon.
Call Pull

Call Pull allows you to retrieve an ongoing call from one of your devices to another one where the Call Pull feature is used. Call Pull can also be used with feature access codes (FACs). Feature Access Codes are combinations of two digits and either an asterisk or pound sign that you press on your phone keypad to initiate an action. For example, if you want to “pull” a call, press *11.

Figure 23. Call Pull option

Use the following steps to pull a call from one device to another.

1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner.
2. Click the Pull Call option.
3. Click *11 on your dial pad.
   Result: The call is pulled to a different device.
Call Park and Retrieve

Call Park is particularly suited for shared environments where one person can answer the call, park it, do something else for a while and continue the call from another device or let somebody else continue the call.

Transfer an ongoing VoIP call to a Call Park server and then retrieve it when needed. An ongoing call can be parked against your own number or another number (an extension). Call Retrieval works in the same way, the parked call can be retrieved from your own number (an extension) or another number (an extension) to provide flexibility for who is picking up the parked call.

A parked call is visible on your desktop in the Active Communications area so that you can easily retrieve it, but only for the duration of the Call Park announcement. After the announcement is over, the parked call disappears from the Active Communications area (since the triggering call is disconnected). After the call disappears from the Active Communications area, the user must remember the extension to which the call has been parked to retrieve it using the Main window menu (or feature access code), unless the call was parked to the one’s “own” extension. If the call is not retrieved after a certain time, then the server calls the parking user.

Figure 24. Call Park and Retrieve

Use the following steps to retrieved a parked call.

1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner.
2. Click the Retrieve Parked Call option and select the device from which you want to use to retrieve it—either With IP Centrex or With Phone.
3. Dial the number from where the call is parked and press the pound (#) key on your dial pad.
   Result: You are now able to continue the call from another phone line.
Search

IP Centrex Desktop App supports a search of the enterprise directory, the personal directory, enterprise common directory, and group common. This occurs in the same search field that is used for a local contact list search. The directories have different purposes. For example, the enterprise directory has the most data, and all directories may not be used in every deployment. Search results are combined in one common set of results.

*Note:* You may enter an asterisk (*) in the Search field to see all members of the group directory.

Figure 25. Search options

Personal Directory includes your own contacts that may not be in the company directory, while Group Common contains the company's contacts. In addition, the personal and group common directories cannot be modified from the client side; read access only is provided.

IP Centrex Desktop App automatically searches the local contacts in addition to the enterprise and other directories simultaneously. Search results from the enterprise and other directories display on a separate list in the main window. Additionally, there may be other search result groups from other search sources such as Outlook.

Search results appear differently depending on the results of the contact list and directory search:

- If Outlook search is enabled, there are more result groups.
- If there are no results for a certain search source (local contacts, Outlook, or telephony directory), that group is different in the user interface.
The enterprise directory searches all available fields for the search string. By default, it waits for 1.5 seconds before it sends the search request to the server to minimize unnecessary load on the server.

When you add a contact using directory search results, phone numbers, first and last names usually appear.

Outlook integration (search and calendar integration) on Windows requires one of the following versions installed on the desktop:

- Outlook 2007
- Outlook 2010
- Outlook 2013

Outlook search works when several Outlook accounts are used, but only one account is used at a time (the default is selected, which can be changed in Outlook). Additionally, other related considerations are:

- The client searches for contacts and calendar entries in the default Outlook account.
- The account is set to the default in the File → Info (left pane) → Account Settings → Account Settings → Data Files window. Select an account and mark it as “Set as Default”.
- When you make the change, sign out and sign back in to the client to search that account for contacts and calendar entries.
- The client searches the Outlook contacts only on the local machine (the Outlook Address Book). There is no Exchange server lookup performed. In addition, all directories in Outlook are searched for contacts, even deleted folders. The Contacts directory can also have multiple levels of subfolders.
Communications History

The Communications History function makes it easy for you to view and return a missed or busy call or when you want to dial a contact with whom you have recently spoken.

Figure 26. Communications History icon

The “clock” icon displays messaging history, such as placed, received, and missed calls.

Figure 27. Communications History window
Communications History

Use the following procedures to view your call history.

1. From the Contacts panel, click the call history icon. **Result:** The Contact History screen appears.
2. Double click a conversation on the list to open it in a new window; or double-click a name in the list to call your contact.

   **Note:** You can delete the call history when you right-click the Communication History icon and click the Clear missed calls option.
Preferences

Preferences provide access to available settings for the IP Centrex Desktop App.

Figure 28. Preferences option

Follow these steps to access Preferences.

1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner. See Figure 13.
2. Select the Preferences option.
   
Result: The Preferences window appears and defaults to the General tab. See Figure 14.
**General**
The General tab allows you to set the areas described below.

*Figure 29. Preferences screen*

**Language**
The IP Centrex App for Windows Desktop is offered in English only.

**Log In**
Enable or disable automatic sign-in when you start the application.

**Confirmations**
A confirmation pop-up notification appears when you remove a contact or call history record. If you select one or all of the check boxes, you disable the confirmations when you delete information. You can also control if a pop-up notification displays for publishing location information. Typically, this appears when you log in.

**Logging**
Logging is used for troubleshooting. You may be asked to turn on logging and send a log file directory to your IT department for further analysis.
Audio

Select Audio Devices
If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

If you select **Use default**, then IP Centrex Desktop App uses the default device set in the operating system preferences. For Windows, if **Default Communication Device** is defined, it is selected over the **Default Device**.

![Audio tab](image)

Figure 30. Audio tab

Use the following steps to access the Audio tab.

1. Click the **Cox IP Centrex** logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner. See Figure 13.
2. Select the **Preferences** option.
   **Result**: The Preferences window appears and defaults to the **General** tab.
3. Click the **Audio** tab.
4. Set a playback device (speakers); and set a recording device (microphone). (**Tip**: Use the descriptions of each section [shown below] to help you fill in the correct values.)
5. Click **OK**.

Headset Support
You can control incoming and ongoing calls from a compatible headset. Many headsets are compatible with the UC functions—the device you are using to run the App will need to be compatible with any headset that you purchase. Typical features supported on headsets include answer/hang up as well as mute/unmute. Actual features will depend on the model of headset and how it functions with your device.
Output Device (Speakers)

*Note: If you use headsets, you can also select a separate device than the headset to alert for incoming calls.*

Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default, if you have one connected.

Voice Recording (Microphone)

Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default, if you have one connected. You can also choose automatic gain control and test your recording device.

Alert Signal

Select the audio device and ring signal that plays when you receive an incoming call. You can also select your own ring signal.

 Sounds

Select events that will prompt a notification sound. To disable the sound, de-select the check box. Select a sound event and click **Play** to hear the sound.
Proxy

IP Centrex App for Windows Desktop supports the static proxy option as well as the PAC and Proxy Auto Detection options. PAC and auto-configuration are part of the system proxy setting. You can access the HTTP proxy preferences from the Login screen:

Figure 31.  Proxy tab

Use the following steps to access the Proxy tab in the Preferences window.

1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner. See Figure 13.
2. Select the Preferences option.
   Result: The Preferences window appears and defaults to the General tab.
3. Click the Proxy tab.
4. Populate the fields as required. (Tip: Use the descriptions of each section [shown below] to help you fill in the correct values.)
The **Proxy** settings tab has three options as follows:

1. **No proxy** – Set to “ignore” in the `proxy_settings.ini` file. The App connects directly.
2. **Use system proxies** – Set to “system” in the `proxy_settings.ini` file. The App uses the proxy settings from the underlying operating system.
3. **Use the App proxy settings** – Set to “application” in the `proxy_settings.ini` file. The following fields are used:
   - Web Proxy Server
   - Port
   - Secure Web Proxy Server
   - Port

Note the following:

- IP Centrex App for Windows Desktop Proxy settings are stored in a separate `proxy_settings.ini` file.
- The `proxy_settings.ini` file is read at startup.
- The `proxy_settings.ini` file can be distributed by system administrators. Business Communicator uses the settings from that even without a user's interaction with the `proxy-settings`. Note that client logout or login is required for the proxy settings changes to take effect.
- The `proxy_settings.ini` uses the following format. The `type` field can be set to “application”, “system”, or “ignore”. If the `proxy_settings.ini` parsing fails, then “system” is the default. If “application” is selected, then the `httpsrv`, `httpport`, `httpsrv`, and `httpsport` fields are relevant. Note that with other settings, they are overlooked.
Add-Ins
The Add-Ins function allows you to locate Contacts from your Microsoft Office.

You must have Microsoft Office installed before the Outlook will appear in this tab. (Note: This applies for the IP Centrex App for Windows Desktop only.)

Figure 32. Add-Ins tab

![Add-Ins tab](image.png)

Use the following steps to access the Add-ins tab in the Preferences window.

1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner. See Figure 13.
2. Select the Preferences option.
   Result: The Preferences window appears and defaults to the General tab.
3. Click the Add-ins tab.
4. Check the Enable Outlook contacts search box.
   Result: You may now locate contacts from your Microsoft Outlook.
Call Settings

IP Centrex Desktop App supports the following service management features that allow supplementary services to be managed through the IP Centrex Desktop App Call Settings window:

- Remote Office
- Forward Calls
- Do Not Disturb
- Hide Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
- Simultaneous Ring

Figure 33. Call Settings screen

Use the following steps to access the Call Settings screen.

1. Click the **Cox IP Centrex** logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner or the gear icon in the lower left corner. **Result:** The Call Settings menu option appears.
2. Click the Call Settings option and choose the feature you want to configure. See Figure 17.
Remote Office

This service allows any phone to act as your office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Figure 34. Remote Office – Expanded screen

Use the following steps to enable the Remote Office feature.

1. Open the Call Settings menu. (See steps 1-2 on the previous page).
2. Select the Remote Office feature.
3. Click the edit icon to the right of the Disabled label. See Figure 17.
   Result: The Remote Office sub-page appears. See Figure 18.
4. Check the Enable service box and enter the phone number in the text field that IP Centrex will call to reach you.
5. Click the Save button.

Figure 35. Remote Office
**Forward Calls**

Enter a number to which your calls should be sent. Different options of call forwarding are supported, such as forwarding always, forwarding when busy, forwarding when you cannot answer, or when you are unreachable.

![Forward Calls options](image)

**Figure 36. Forward Calls options**

**Call Forward Always**

The Call Forward Always feature redirects all of your incoming calls to another number that you define.

![Call Forward Always](image)

**Figure 37. Call Forward Always**

Use the following steps to enable the Call Forward Always feature.

1. Open the **Call Settings** menu. See page 45 for steps.
2. Select the **Forward Calls** option.
   
   **Results:** A window appears that show the types of call forwarding offered. See Figure 19.
3. From the **Call Forward Always** row, click the edit icon to the right of the **Disabled** label.
   
   **Result:** The **Call Forward Always** sub-page appears. See Figure 20.
4. Check the **Enable service** box and enter the phone number of where you want all of your incoming calls to be directed.
5. Click the **Save** button.
**Call Forward Busy**

The Call Forward Busy feature redirects all of your incoming calls to another number that you define when you are on an active call.

Figure 38. **Call Forward Busy**

Use the following steps to enable the Call Forward Busy feature.

1. Open the **Call Settings** menu. See page 45 for steps.
2. Select the **Forward Calls** option.
   - **Results:** A window appears that show the types of call forwarding offered. See Figure 19.
3. From the **Call Forward Busy** row, click the edit icon to the right of the **Disabled** label.
   - **Result:** The **Call Forward Busy** sub-page appears. See Figure 21.
4. Check the **Enable service** box and enter the phone number of where you want all of your incoming calls to be directed when you are on an active call.
5. Click the **Save** button.
Call Forward No Answer

The Call Forward No Answer feature redirects all of your incoming calls to another number that you define when you are unable to answer the phone within a predetermined number of rings.

Figure 39. Call Forward No Answer

Use the following steps to enable the Call Forward No Answer feature.

1. Open the Call Settings menu. See page 45 for steps.
2. Select the Forward Calls option.
   **Results:** A window appears that show the types of call forwarding offered. See Figure 19.
3. From the Call Forward No Answer row, click the edit icon to the right of the Disabled label.
   **Result:** The Call Forward No Answer sub-page appears. See Figure 22.
4. Check the Enable service box and enter the phone number of where you want all of your incoming calls to be directed when you are not able to answer the phone.
5. Click the Save button.
Call Forward Not Reachable
The Call Forward Not Reachable feature redirects all of your incoming calls to another number that you define when the phone system is not operational; e.g., due to a power outage, cable cut, or device connection issue.

Figure 40. Call Forward Not Reachable

Use the following steps to enable the Call Forward Not Reachable feature.

1. Open the Call Settings menu. See page 45 for steps.
2. Select the Forward Calls option.
   **Results:** A window appears that show the types of call forwarding offered. See Figure 19.
3. From the Call Forward Not Reachable row, click the edit icon to the right of the Disabled label.
   **Result:** The Call Forward Not Reachable sub-page appears. See Figure 25.
4. Check the Enable service box and enter the phone number of where you want all of your incoming calls to be directed when the phone system is not operational.
5. Click the Save button.
**Do Not Disturb**

The Do Not Disturb feature allows you to set your station as “unavailable” so that incoming calls receive a busy response or go to your voice mail, if equipped.

Figure 41. **Do Not Disturb access menu #1**

![Do Not Disturb access menu #1](image1)

Figure 42. **Do Not Disturb access menu #2**

![Do Not Disturb access menu #2](image2)
The IP Centrex App for (Windows) Desktop provides two ways to enable the Do Not Disturb feature. Choose the one that is easiest for you.

Option 1:
1. From the Main window (Contacts window), click the gear icon in the lower left corner. See Figure 24.
2. Click the Do Not Disturb menu option.

   **Result:** The gear icon changes to show the setting has changed.

Option 2:
1. Click the Cox IP Centrex logo in the upper left corner of the Contacts (main) window or the menu icon in the lower right corner or the gear icon in the lower left corner. See Figure 25.
   **Result:** The Call Settings menu option appears.
2. Click the Do Not Disturb option on the left of the window.
3. Check the Enabled box.

**Hide Number**

You can mask or display your number when calling or communicating with other parties or contacts. Click the Enable checkbox to mask your number or set it to Disable to display your number.

![Figure 43. Hide Number](image)

Use the following steps to remove your Caller ID when you place a call.

1. Open the Call Settings menu. See page 45 for steps.
2. Select the Hide Number option.
3. Check the Enable to hide outbound caller ID box.
4. Click the Save button.
Simultaneous Ring Personal

Add up to ten additional numbers (Session Initiation Protocol Uniform Resource Identifier [SIP-URI]) addresses that you want to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations.

Figure 44. Simultaneous Ring

Use the following steps to enable the Simultaneous Ring feature.

1. Open the Call Settings menu. See page 45 for steps.
2. Select the Simultaneous Ring option.
3. Check the Enable box to initialize the feature.
4. Check the Do not ring my simultaneously ringing numbers if I'm already on a call box if you want to prevent other phones from ringing when you are engaged in an active call.
5. Enter up to 10 phone numbers in the Phone Number/SIP-URI fields that you want to ring when you receive an incoming call.
6. (Optional) Check the Answer confirmation required box if you want to add a requirement that a numeric code be entered before the call can be answered.
Sign Out

When you sign out of the IP Centrex Desktop App, your status is set to “Offline” and displays to your contacts. The Sign In will appear.

Sign Out of IP Centrex Desktop App

Use the following steps to sign out of the IP Centrex Desktop App.

1. Click the IP Centrex Desktop App logo in the main window title bar.
2. Select Sign Out.

Forced Logout

You may see a popup that states you have been logged out due to another instance of the client logging in. This feature allows the application to track similar online client instances and only allow one of them to be online at the same time. When the application notifies the client to log out, all connections are terminated and client returns to the login window.

Exit App

Use the following steps to exit the application completely.

1. Close the Sign In window or select the IP Centrex Desktop App logo in the main window title bar and click the Exit button. See Figure XX

NOTE: When you close the main window (not the Sign In window), you do not exit the application; it only minimizes the application to the system tray. This allows you to continue to receive calls and messages without having the Contact List window appear on the desktop.
System Requirements

Refer to the Technical Specifications on page 3.
Change Username and Password

*How do I change my user name and password?*

User name and password editing is not supported in the App; however, you can change your password in the MyAccount portal. Log on to [www.myaccount.coxbusiness.com](http://www.myaccount.coxbusiness.com) and click the Forgot Password link.

Changes to your user name are managed by Cox Technical Support.
Appendix A: Keyboard Shortcuts for Windows Desktop

The following table lists the currently supported keyboard shortcuts. You can use these keyboard shortcuts to quickly perform frequently used actions.

<table>
<thead>
<tr>
<th>Shortcuts</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>Stops the application.</td>
</tr>
<tr>
<td>CTRL+F4</td>
<td>Closes the selected window (except for a contact card and the <strong>About</strong> window).</td>
</tr>
<tr>
<td>CTRL+C</td>
<td>Copies selected text from the application to the clipboard.</td>
</tr>
<tr>
<td>CTRL+V</td>
<td>Pastes text from the clipboard to the location selected.</td>
</tr>
<tr>
<td>F1</td>
<td>Opens Help.</td>
</tr>
</tbody>
</table>

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