

Cox Business

UC App for iPad

Quick Reference Guide

This guide will help you access and use the Cox UC App for iPad. It includes instructions on how to download, sign on, set up and utilize the most common features and functionalities.

Overview

The UC App gives you in-office connectivity while working from home or travelling. There are six types of UC App for smartphones, tablets and desktop computers. You can make click-to-dial calls, start an instant messaging session, view a contact's availability, make a conference call, manage your calls and integrate with Outlook*. **Note:** To use the UC App features with your IP Centrex Professional Seat, you must first activate UC App through the MyAccount Portal. Refer to the [UC App for iPad User Guide](#) for details.

UC App for iPad



Installing the Application

- 1 Search the Apple app store for Cox Business UC App.
- 2 Tap the **Open** button.
- 3 Tap **Allow** to enable UC App to send you notifications
- 3 Read the End User License Agreement and tap the **Accept** button.
- 4 Tap **Accept** again to confirm and advance to the Sign In screen.

*Available with Windows Desktop only.

Signing In

- 1 Enter your MyAccount Username and Password.
- 2 Tap the **Show password** checkbox if you want to see it as you type.
- 3 Tap the **Remember password** checkbox if you want to bypass that step when you sign in.
- 4 Tap the **Sign In** button.

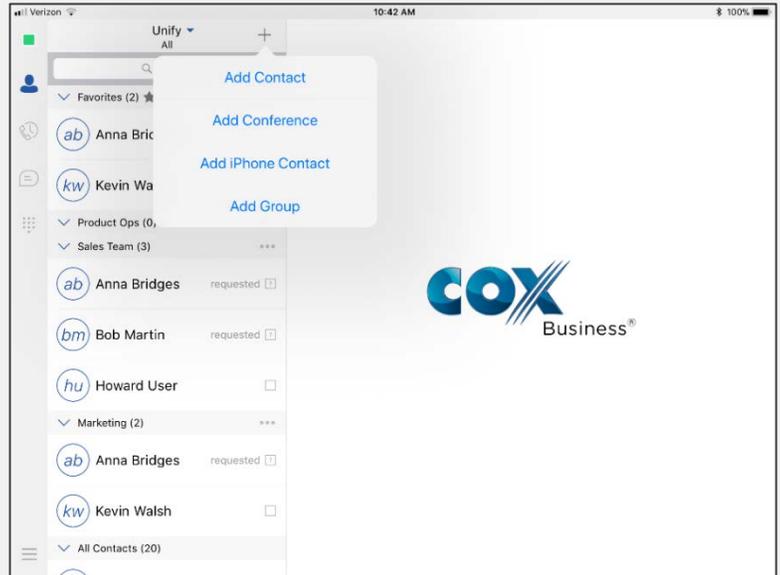
Note: Tap **Forgot password** to reset. MyAccount will open so you can enter your Username. Follow the prompts in the [Resetting Your Password](#) section.

Note: The UC App for iPad does not support having two tablets active at the same time if they are using the same telephone number.

- 1 Tap **Accept** to prevent using your soft phone to dial 911.
- 2 Tap **OK** to enable UC App to access your contacts.
- 3 Tap **OK** to enable UC App to access the microphone.

Adding a Contact

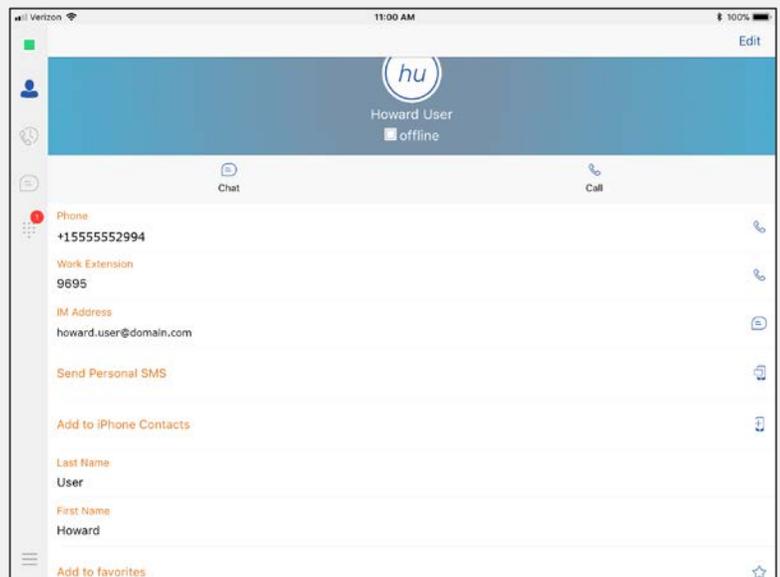
- 1 From the Main window, click the plus symbol .
- 2 Tap the **Add Contact** option.
- 3 Populate the Add Contact information fields and tap the **OK** button.



Making a Call

Use any of the options below to place a call.

- Choose a contact from the contact list to open the contact card and tap on the handset  icon for an audio call.
- From search results, open a contact card and tap on the handset icon .
- Open the dial pad, enter a phone number, and then tap the Call button .
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon for an audio call.



Transferring a Call

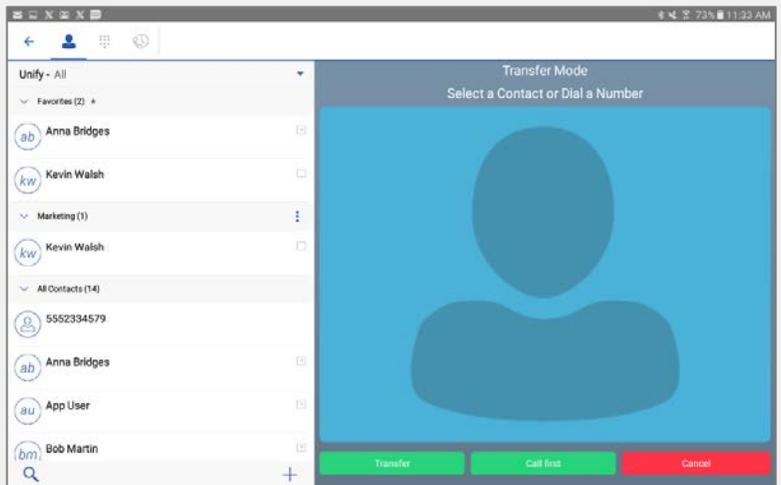
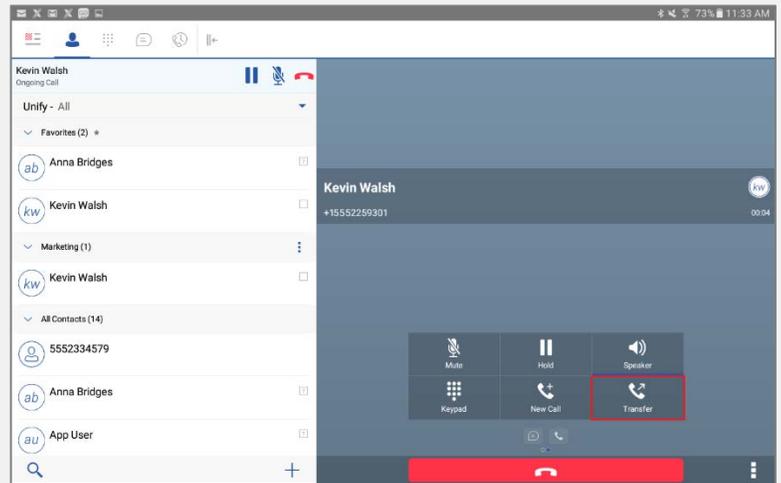
There are two types of call transfer: “attended” (also known as “warm”) and “blind”.

To make an attended (warm) transfer:

- 1 During an active call, tap the **Transfer** button.
- 2 Tap a contact in the Contacts list, or tap the Dial Pad icon  and enter the phone number or extension of the intended recipient.
- 3 Tap the **Call First** button to speak with the recipient and announce the caller being transferred.

To make a blind transfer:

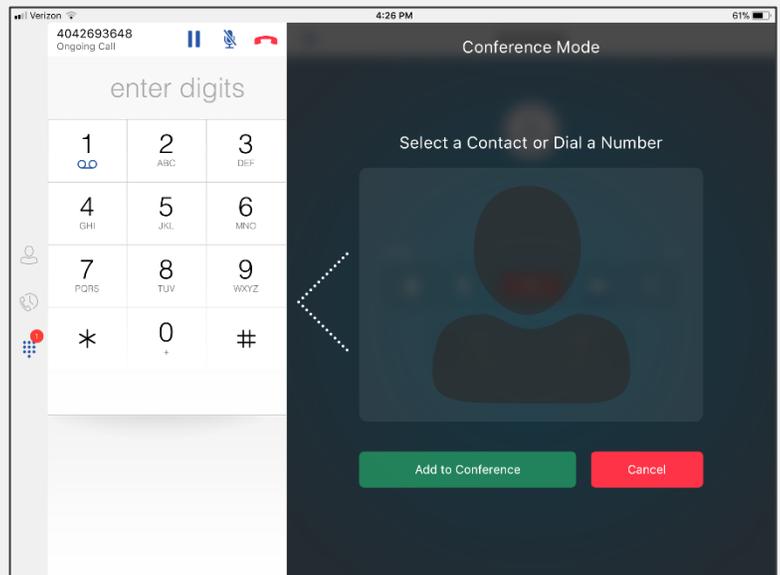
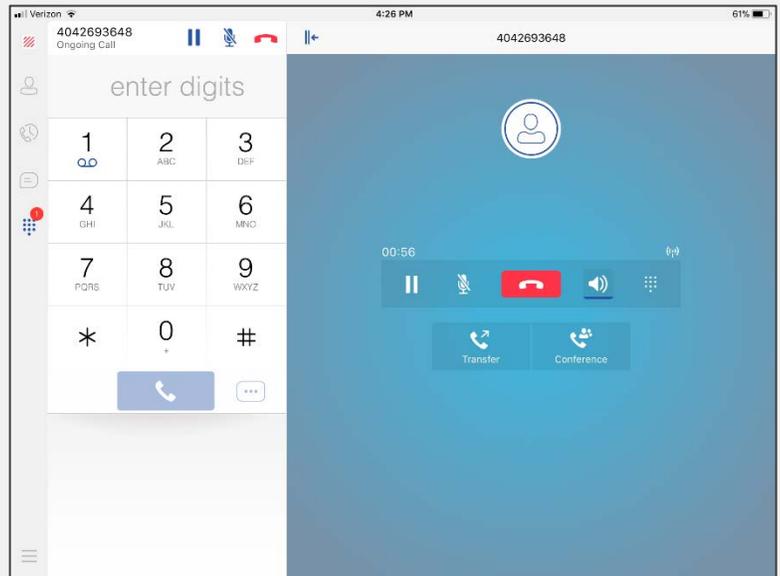
- 1 During an active call, tap the **Transfer** button.
- 2 Tap a contact in the Contacts list, or tap the Dial Pad icon  and enter the phone number or extension of the intended recipient.
- 3 Tap the **Transfer** button to complete the transfer.



Conferencing a Call

Use the steps below to start a conference call.

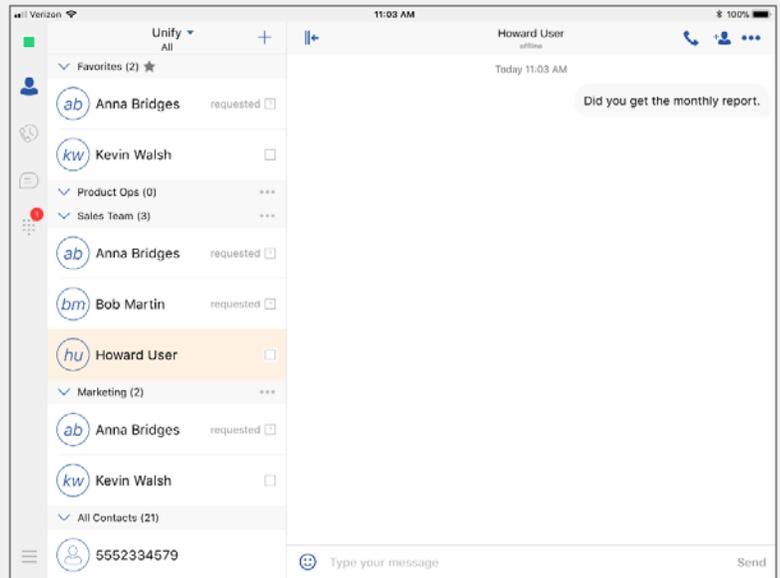
- 1 Use any of the options in the *Making a Call* section to place a call.
- 2 When the call becomes active, tap the **Conference** button
- 3 Select and drag a contact from your Contact list or Call History list, or tap the dial pad  and place the second call. (The first party will be placed on hold.)
- 4 When the second call becomes active, tap the **Add to Conference** button.
- 5 Repeat steps 3-4 to continue adding participants. Each person will be placed on hold until you dial the last number.



Starting a Chat Session

Use one of the options below to begin a chat session.

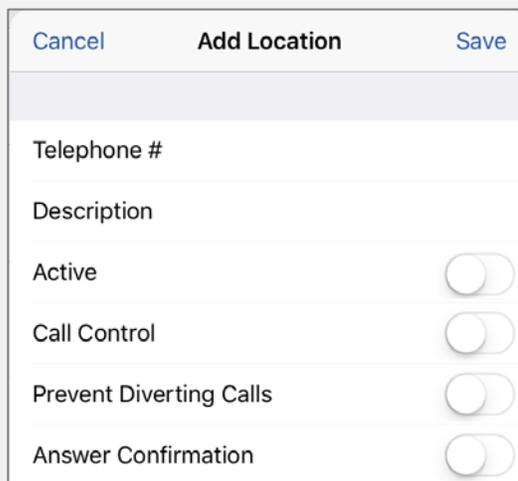
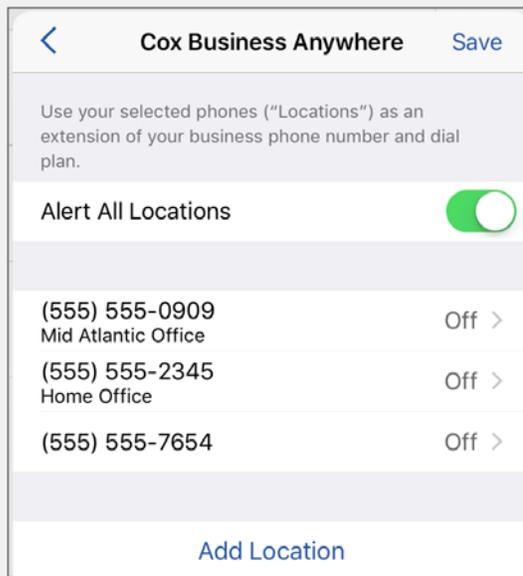
- Press a contact name from the Contacts list and tap the chat icon .
- From the Call History list, tap a name and then the chat icon.



Anywhere

Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously. Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.

- 1 Tap the menu icon  in the lower left corner of your screen.
- 2 Tap the **Call Settings** link.
- 3 Scroll to the bottom of the list and tap the **Cox Business Anywhere** link.
- 4 Tap the **Add Location** link to add the location (telephone number) that will be alerted when the feature is used.
 - **Active** to enable the location.
 - **Call Control** to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that location.
 - **Prevent Diverting Calls** to prevent a call ending up as a voice mail, which can be problematic (for example, in conference call situations).
 - **Answer Confirmation** to receive a separate audio prompt when answering a call from that location. It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.
- 6 Tap the **Save** link to save your changes, or tap the **Cancel** link to return to the main screen.



Setting Up Voice Mail

- 1 From your desk phone or UC App, dial your business number or *86.
- 2 Enter the temporary PIN, "269266" and press #.
- 3 Select your default language.
- 4 Set a new PIN (4-8 digits) for your account and press #.
- 5 Record your name.
- 6 Record a greeting or select the default system greeting.

Resetting Your Password

- 1 Go to myaccount.coxbusiness.com.
- 2 Tap the **Sign in** link under the MyAccount tab in the toolbar.
- 3 Enter your **MyAccount User ID**.
- 4 Tap the **Forgot Password** button.

Accessing Voice Mail

From your desk phone or UC App, dial your business number, enter your PIN, and press #.

Refer to the [Voice Mail User Guide](#) for more information.

Cox Business Sign In

Welcome to the MyAccount portal for Cox Business customers. Get access to easy-to-use tools to help you set up and self-manage your Cox Business Account. This is one of many upcoming enhancements to help improve the way you access your features, services and account information.

Sign in now to:

- Manage your Cox Business services
- Access Cox Business Online Ticketing
- View or pay your bill online
- Access Voice and Data Tools
- Access your Cox Business Email
- And much more!

User ID
john.doe@domain.com

Password
Please enter password

Remember User ID

Sign In

[New to Cox Business MyAccount? Register now](#)

[I am a Cox Residential customer](#)

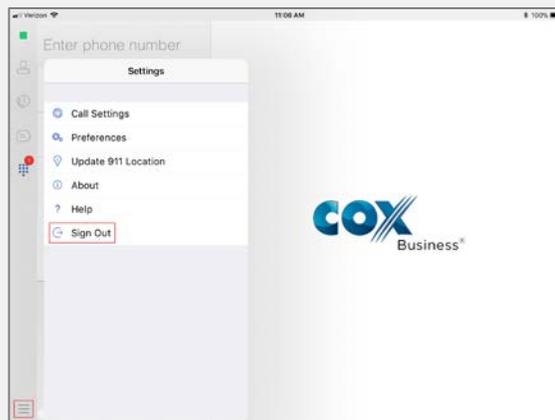
[Forgot Password](#)

[Need help signing in?](#)

Signing Out

Sign out closes the application completely.

- 1 Tap the menu icon  in the lower left corner of the screen to open the Settings menu.
- 2 Tap the **Sign Out** link to sign out of the app and close the application.



Other Call Management Features

The UC App for iPad gives you many features that help manage your calls. Some of the more commonly used are described below. For additional details, tap the link to see the UC App for iPad User Guide.

Presence

The Presence feature alerts users of your availability, which can indicate the following:

- **Green** - you are available to chat.
- **Yellow** - you are online, but idle, or you have been away from your computer for 10 minutes.
- **Red** - you are unavailable or busy
- **Gray** - you are offline.

The UC App for iPad can automatically update your presence to the following statuses: Busy - In Call; Busy - In Meeting; Available (desk phone); Available (mobile).

Call Forwarding

Use the Call Forwarding feature to redirect incoming calls based on your availability or location.

- **Always Forward** setting re-routes all incoming calls to another number that you select.
- **Forward When Busy** is good to use when you do not want to be interrupted. Enter the phone number of where you want the calls to be routed, such as your voicemail.
- **Forward When No Answer** redirects your incoming calls when you are unable to answer the phone within a predetermined number of rings.
- **Forward When Not Reachable** redirects all 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.

Call Park

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.

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.

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.

Remote Office

This feature allows any phone, such as one in a hotel while you're away on business, to act as your office phone from a charging and numbering perspective.