

# Cox Business UC App for iPhone

## Quick Reference Guide

This guide instructs you on how to access and use the Cox Business UC App for iPhone. Steps are provided for you to download, sign on, set up and use the most common features and functionalities.

### Overview

The Cox Business UC Application gives you in-office connectivity while working from home or traveling. 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 and manage your calls.

**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 Mobile App for iPhone User Guide](#) for detailed instructions.

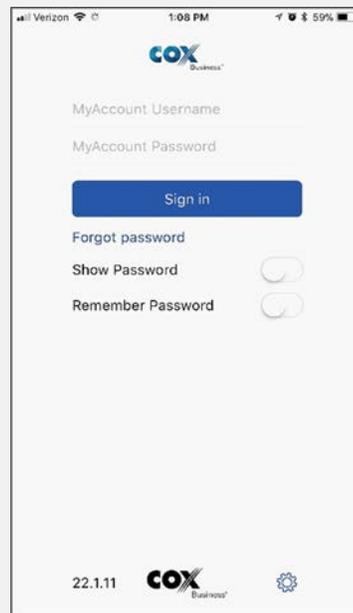
### Downloading the Application



- 1 Search the Apple app store for Cox Business UC App.
- 2 Tap the **Install** button to begin, and then tap **Open** to open the app.
- 3 Follow the prompts to download.
- 4 Read and accept the End User License Agreement and proceed to the Sign In page.

### Signing In

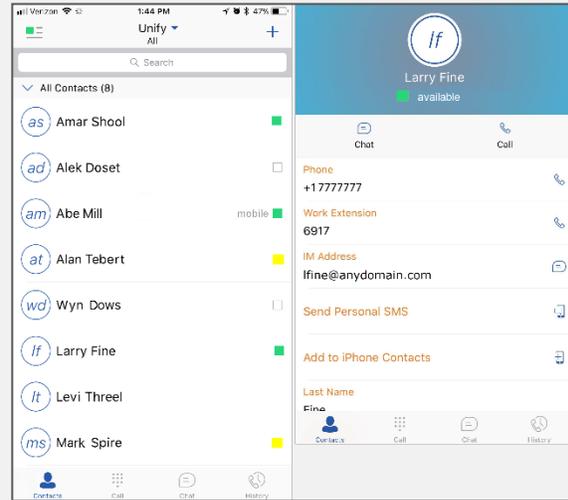
- 1 Launch the app.
- 2 Enter your MyAccount user name and password.  
Optional: Enable **Show Password** to see it as you type.  
Optional: Enable **Remember Password** to avoid re-entering your password in the future.
- 3 Tap the **Sign In** button.



## Placing 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 the handset icon (📞) for an audio call.
- From search results, open a contact card and tap 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 handset icon for an audio call.



## Voice Line Calls Versus Data Calls

If WiFi is present, you can make data calls across a nearby WiFi or Long-Term Evolution (LTE) connection. However, if WiFi is not available, use your mobile **voice line** for calls with the UC App. Using this mode, outgoing and incoming calls use the mobile circuit-switch network. The location of the device, configured in the Anywhere feature, is enabled. Outgoing calls are performed with the Call-Through feature. Incoming calls are delivered via the Anywhere location. (See pages 4-5 for more information and set up instructions for the Anywhere feature.)

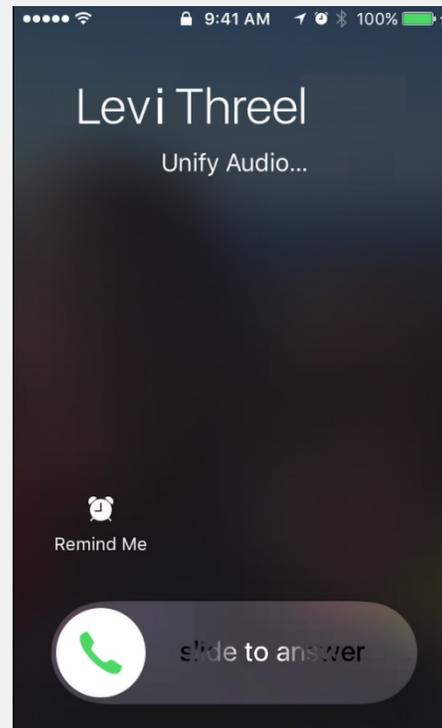
The **data connection** method is the default to make and receive phone calls. This mode uses the data connection of your iPhone; e.g., mobile data or WiFi data. When you use the Data Connection method, you receive enhanced integration with your iPhone that includes useful UC App options which display on your iPhone lock screen. **Note:** Data calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable data connection calls over the carrier data network if needed.

## Using CallKit

UC App supports integration with the iPhone user interface through the CallKit framework. The integration allows you to:

- Answer incoming Voice over Internet Protocol (VoIP) on a locked screen
- Answer incoming VoIP call on an unlocked screen
- Receive a second incoming call (call waiting)
- Integrate with native contacts and call history

For detailed information on how to use CallKit, refer to the UC App for iPhone User Guide at [www.coxbusiness.com/starthere](http://www.coxbusiness.com/starthere).



## Adding a Contact

- 1 From the UC App Main window, click the plus symbol (+).
- 2 Click the **Add Contact** option.
- 3 Populate the Add Contact information fields, as necessary, and tap the **Done** button.

## Transferring a Call

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

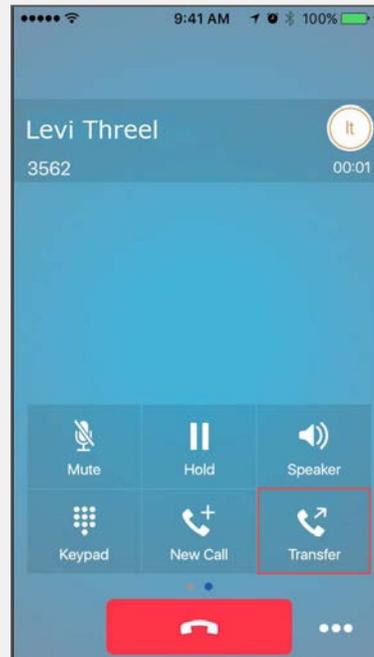
When you make a “warm” transfer, you announce the caller to the intended recipient before transferring the call. A “blind” transfer means you transfer the call without speaking to the intended recipient first.

### 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 Speak with the recipient and announce the caller, then tap the **Transfer** button again.

### 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



## Conferencing a Call

Use the steps below to start and add participants to a conference call.

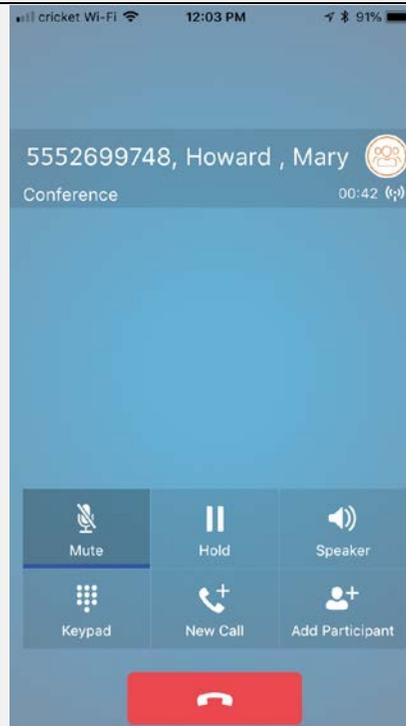
- 1 Initiate a call using one of the methods described in the [Cox Business UC App for iPhone User Guide](#).
- 2 When the call becomes active, tap the menu icon  in the lower right corner of the dial window.
- 3 Tap the **Conference** option.
- 4 Tap the **Add Participant** icon .
- 5 Locate the person to whom you wish to join the conference from the Contacts list, Call History list, or tap the dial pad icon to dial the phone number directly.

When the call becomes conferenced, the screen changes to display the names of the participants on the call and presents additional calling options.

- 6 Tap the **Add participant** button again to add another party and repeat steps 4-7 to continue adding more people.



**Note:** You may add up to 14 other participants for a total of 15, including yourself.



## Checking VoiceMail

If you use a Cox Business voice mailbox, you can login and check your messages directly from the UC App. You use the dial pad in UC App to dial the access number for voice mail, and then you will be prompted to enter your PIN.

See the Cox Business Voice Mail User Guide for more details about accessing and using the Voice Mail system.

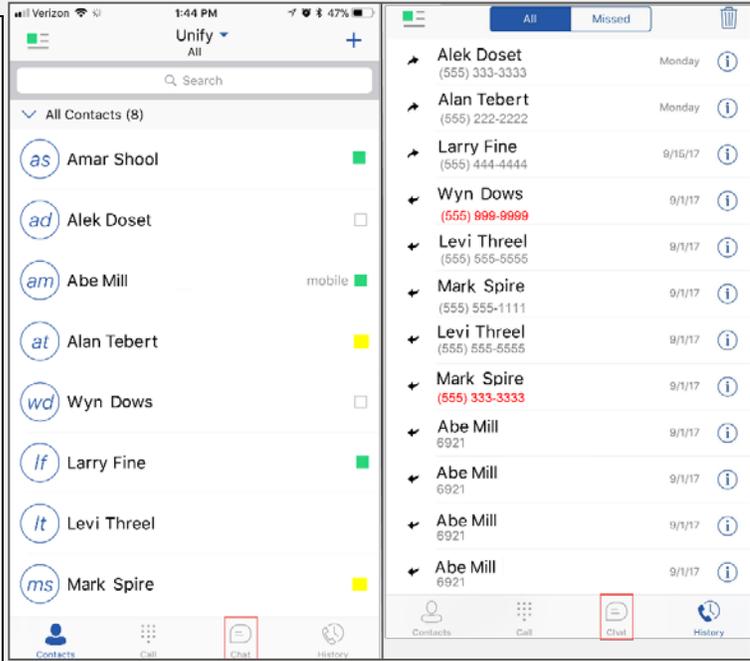
### To login to voice mail:

- 1 From the dial pad, enter “\*86” and press the call button (Alternatively, press and hold “1” on the dial pad)
- 2 The voice mail platform will answer and direct you to enter your PIN. The temporary PIN for new voice mailboxes is “269266” or “COXCOM”.
- 3 Enter your voice mail PIN and “#” into the dial pad, and you will be routed to the main menu.

## Starting a Chat Session

Use either option below to begin a chat session.

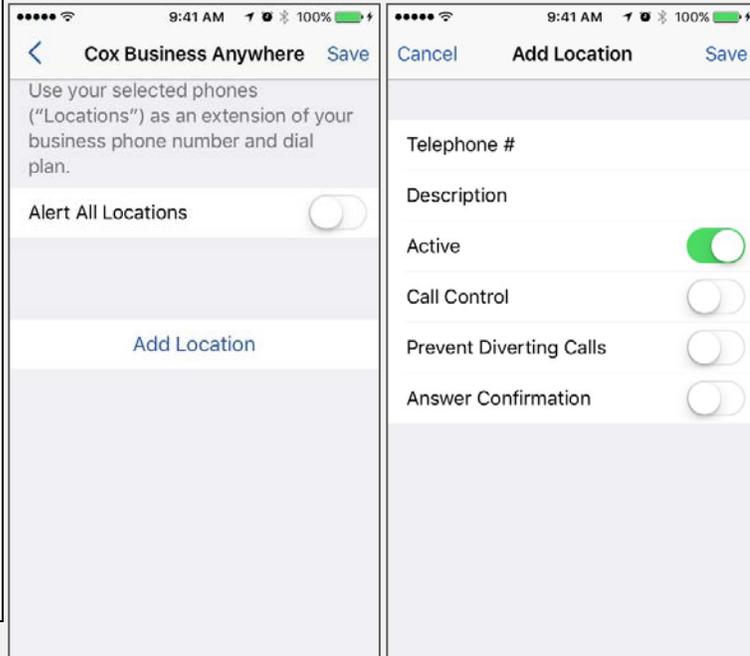
- Press a contact name from the Contacts list and tap the chat icon .
- From the Call History list, tap a name and then the chat icon.



## Anywhere

The Anywhere feature is another calling method you can configure for your mobile phone. When you use Anywhere, calls will use the mobile phone line of your iPhone. Setup instructions for the Anywhere feature are shown below.

For detailed information on how to use the Anywhere feature, refer to the UC App for iPhone User Guide at [www.coxbusiness.com/starthere](http://www.coxbusiness.com/starthere).



- 1 Tap the menu icon  in the upper left corner of your screen.
- 2 Tap the **Call Settings** link.
- 3 Tap the **Anywhere** link.
- 4 Tap the **Add New Location** button to add alert locations (numbers) that can be used in the service.
- 5 In the Add Location screen, enter the phone number and a description, tap the field names and populate as necessary.
  - **Active** enables the phone number to ring at the next incoming call.
  - **Call Control** enables the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).
  - **Prevent Diverting Calls** stops a call from going to voice mail.
  - **Answer Confirmation** prompts you to press a code on your phone's dial pad before you can answer the call. **Note:** This can be used to prevent calls from being routed to voicemail on that line (location).
- 6 Tap the **Save** link.

### Resetting Your Password

- 1 Go to [myaccount.coxbusiness.com](http://myaccount.coxbusiness.com)
- 2 Click the **Forgot Password** link.
- 3 Enter your email address.
- 4 Click the **Reset Password** button.

### 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

Password

Remember User ID

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

[I am a Cox Residential customer](#)

Forgot Password

[Need help signing in?](#)

 Message Center

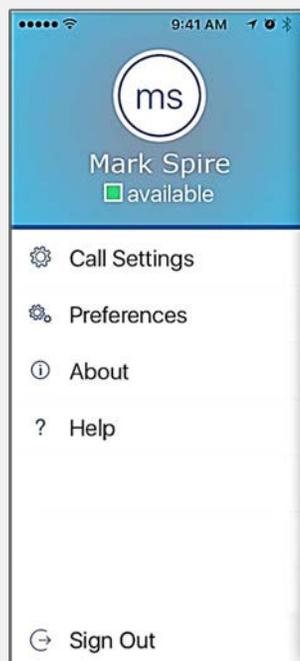
**MyAccount has changed!**

Click the link below to learn more.

## Signing Out

Sign out closes the application completely.

- 1 Tap the presence icon  in the top left corner of the screen to open the Main 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 iPhone 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 iPhone 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 iPhone 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.