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.

Overview

Downloading the Application

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.
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.
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
2 Click the Forgot Password link.
3 Enter your email address.
4 Click the Reset Password button.
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.