Cox Business
UC App for Android Tablet
Quick Reference Guide

This guide will help you access and use the Cox UC App for Android Tablet. 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 Android Tablet User Guide for detailed instructions.
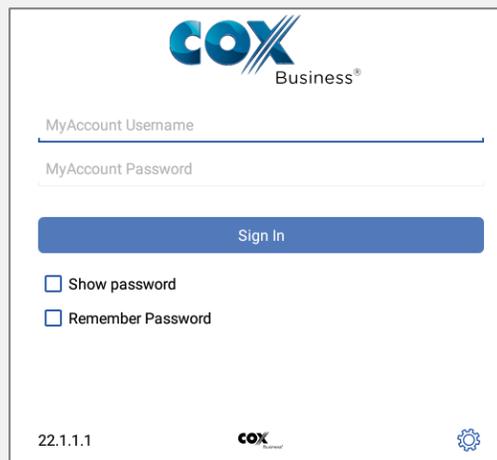
UC App for Android Tablet

Installing the Application

1. Search the Google Play app store for UC.
2. Tap the **Install** button to begin, and then tap **Open** to open the app.
3. Read the End User License Agreement and tap the **Accept** button.
4. Tap **Accept** again to confirm and advance to the Sign In page.

*Available with Windows desktop only.

Signing In

1. Launch the app.
2. Enter your MyAccount user name and password.
3. Tap the **Show password** checkbox if you want to see it as you type.
4. Tap the **Remember password** checkbox if you want to bypass that step when you sign in.
5. If you want the app to start automatically upon login, tap the **Sign in automatically** checkbox.
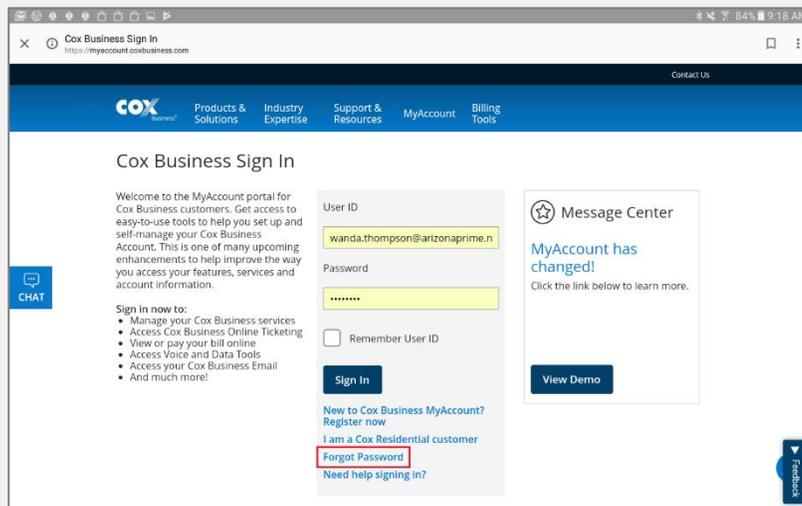6. Tap the **Sign In** button.

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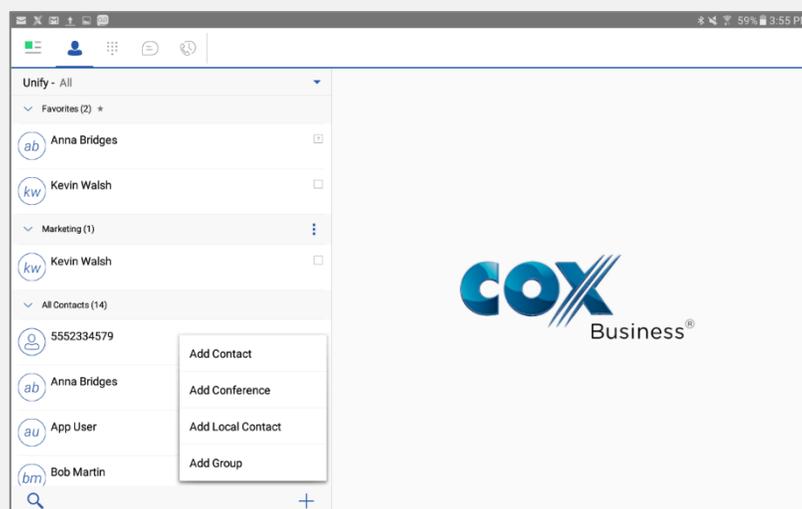
Resetting Your Password

1. Go to www.myaccount.coxbusiness.com.
2. Click the **Forgot Password** link.
3. Enter your email address.
4. Click the **Reset Password** button.

Adding a Contact

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

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.

Checking 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.

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.
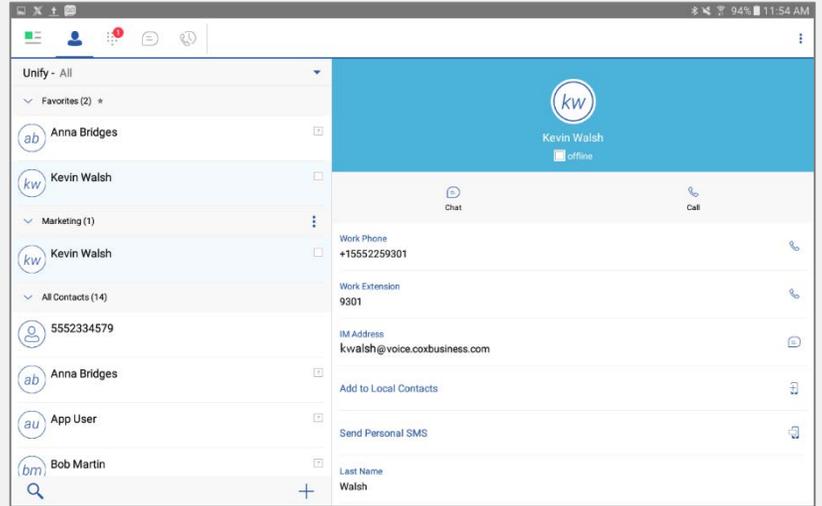
Transferring a Call

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.

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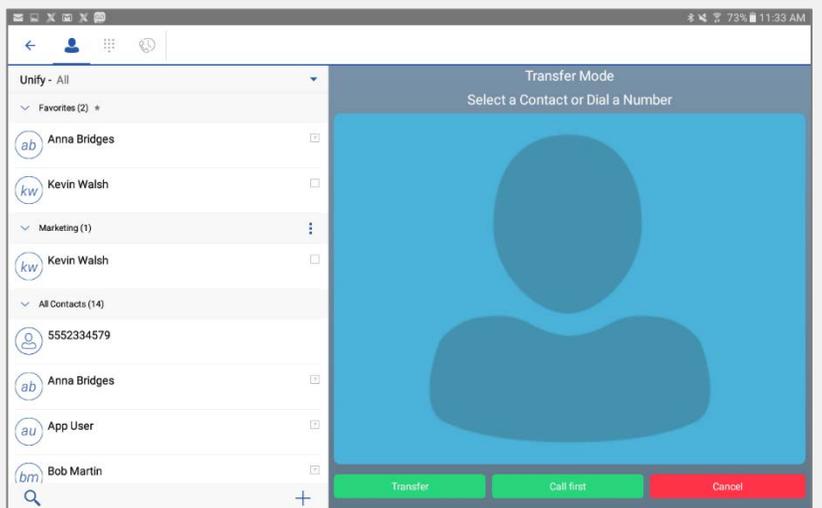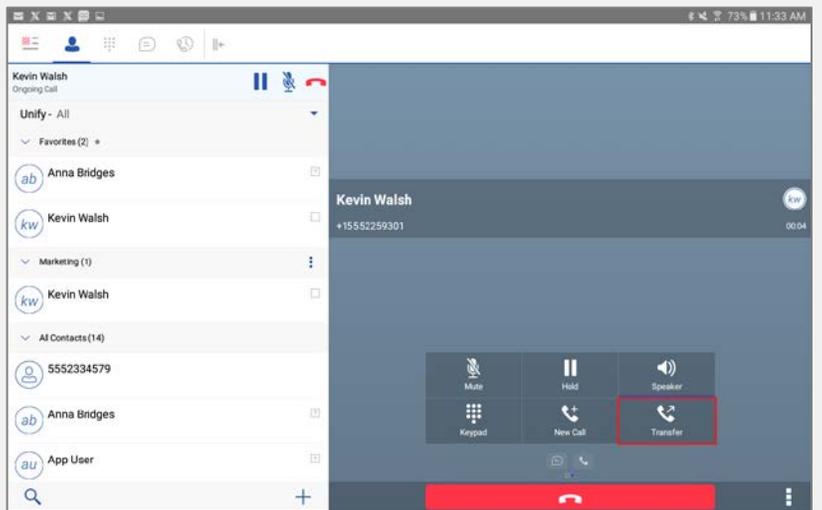
Conferencing a Call

Use the steps below to start a conference call.

1. Choose any option in the *Making a Call* section to place a call.

2. When the call becomes active, tap the menu icon ▯ in the lower right corner of the Communication window to open a submenu.

3. Tap the **Conference** option from the submenu.

4. Select a contact in your Contact list or tap the dial pad icon ⠿ to open the dial pad and dial the phone number directly.

5. Tap the **Add to Conference** button to add the contact to the call.

6. When the call becomes conferenced, the screen changes to display the names of the participants on the call and additional calling options. Tap the **Add participant** button to add another participant and then repeat steps 4 and 5 above.
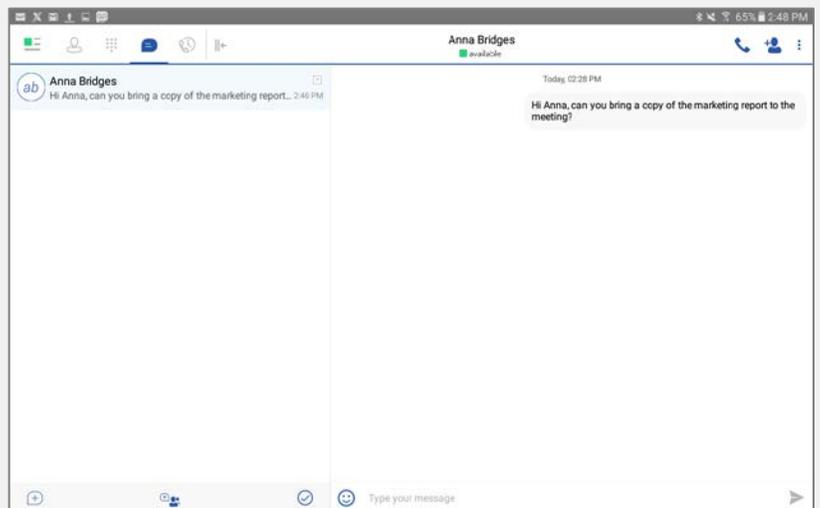
You may add up to 14 other participants for a total of 15, including yourself.
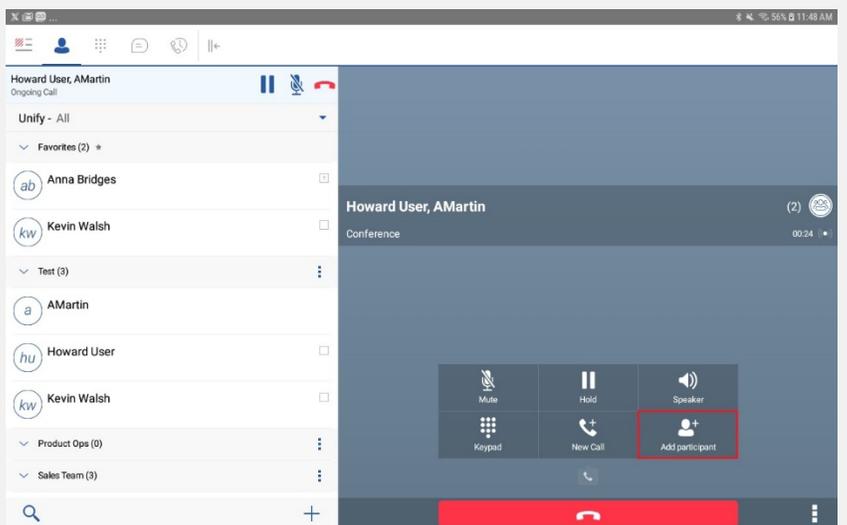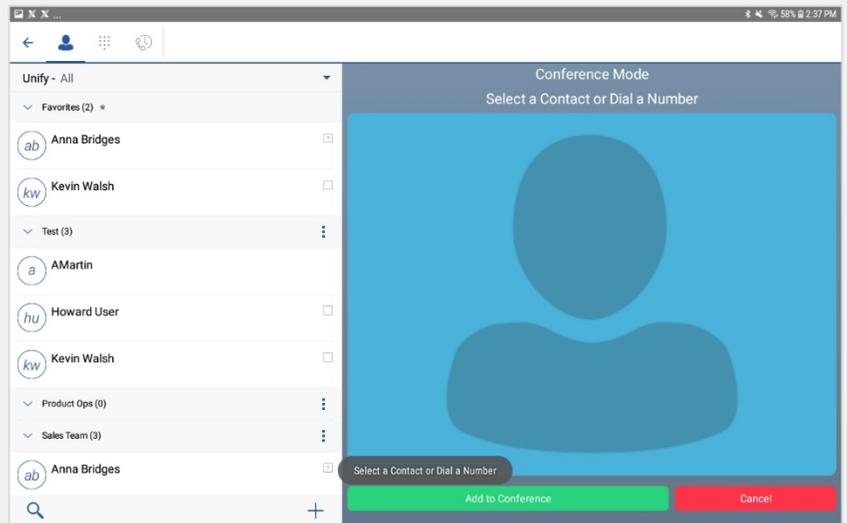
Starting a Chat Session

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.

Configuring 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 upper left corner of your screen.
   **Result**: The **Main** menu appears.

2 Tap the **Call Settings** link.

3 Tap the **Anywhere** link.

4 Tap the **Add New Location** plus symbol ✚ to add alert locations (numbers) that can be used in the service.

5 In the Alert Locations screen, enter the phone number and a description, and then tap the check boxes as appropriate.

- **Enable This Location** 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 **Add** button to save your changes or tap the **Revert** button to cancel.
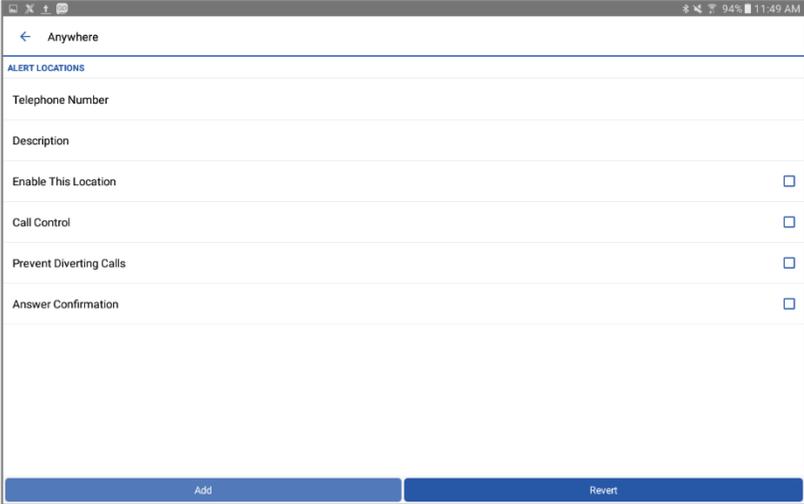
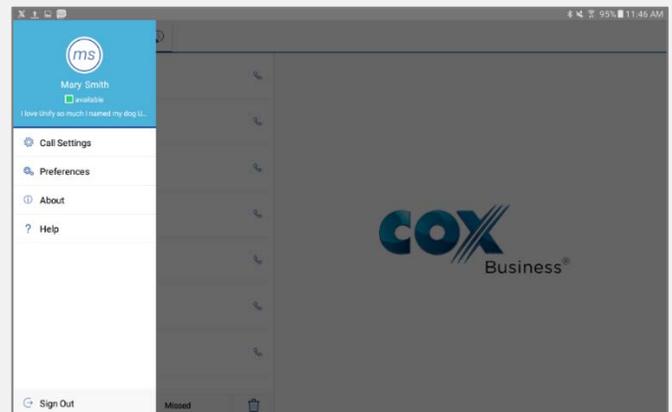## Signing Out

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 Android Tablet 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 Android Tablet 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 Android Tablet can automatically update your presence to the following statuses: Busy – In Call; Busy – In Meeting; Available (desk phone); Available (mobile).

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.

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.

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