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About UC App for Android Tablet

UC App for Android Tablet provides the following communication features:

- Voice Calling via Data Connection (VoIP)
- Instant Messaging and Presence (IM&P)
- Click-to-Dial for desk handset or remote office

**Note:** Review the following notes about UC App for Android tablet:

- Inbound calls are not currently available but are on the development roadmap.
- Only outbound and click-to-dial calling are available.
- Emergency 911 calls are not supported.

**Important:** UC Apps operate with lines, seats, and other voice features—which may vary among customers. In rare cases, customers may gain access to features and interactions which are not fully recommended for use with UC Apps.
Get Started

This section contains the essential information for getting started with UC. First, make sure that your device meets the following technical specifications.

**Technical Specifications**

UC App for Android tablet supports devices with Android 4 OS or later. For best user experience, the following is recommended:

- Dual-core CPU (or higher) 1 GB RAM (or higher)
- ARMv7 instruction set supported by the CPU (for media capabilities)
- Minimum screen resolution 1280 x 800

The UC client has been validated on the following reference devices:

- Galaxy Tab 3 7 – 4.1.2
- Galaxy Note 10.1 2014 – 4.3
- Galaxy Tab S 8.4 2014 – 4.4.2
- Galaxy Tab E
- Asus Nexus 7 (2nd Gen) – 4.3

**Language Support**

The client is currently available in U.S. English.
Activating UC for IP Centrex Professional Seats

To use the UC features with your IP Centrex Professional Seat, you must first activate UC through the MyAccount Portal.

Use the following steps to activate UC for your assigned IP Centrex Professional Seat:

1. Log in to the MyAccount Portal.
   **Result:** The MyAccount Portal Home page opens.
   **Figure 1: MyAccount Portal Home Page**

2. On the MyAccount Portal Home page, scroll down to the My Services section and click the Activate Unify icon (see Figure 1).
   **Result:** The Activate Unify window opens (see Figure 2).
Alternatively, you can access the **Activate Unify** window by performing the following steps:

a. Click the **Voice Settings** dropdown menu and select **VoiceManager Tools** (see Figure 1).

b. On the VoiceManager Tools Home page, click the **User & System Management** tab.

c. Click the **Activate Unify** link in the User Management section.

**Result:** The **Activate Unify** window opens.

**Figure 2: Activate Unify Window**

3. Click the checkbox to the left of the name associated with the IP Centrex Professional Seat you want to activate.

**Note:** Profile Owners and Profile Administrators can view and activate UC for any IP Centrex Professional Seat on the account. End users can only activate UC for the IP Centrex Professional Seat assigned to them.

4. Click the **Save** button to save your changes.

**Result:** The status changes from **UC Not Activated** to **Pending** (see Figure 3). Refreshing the page after approximately 30 seconds updates to the status to **UC Activated**.
Figure 3: Activation Status – Pending

![UC App for Android Tablet User Guide](image)

Activate Unified Communications (UC) for users to begin using UC features and Unity Apps for desktop, tablet, and mobile.

Filter by: Account (All)  Search: Enter Two or More Characters

Your changes have been submitted and are being processed.
For updates, click "Refresh Status."

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Telephone Number</th>
<th>Account Number</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>McPherson, Scott</td>
<td>555-293-4956</td>
<td>001-0880529002</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>Wash, Kevin</td>
<td>555-225-9301</td>
<td>001-0880529002</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>Unassigned, Unassigned</td>
<td>555-225-9589</td>
<td>001-0880529002</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>User, Howard</td>
<td>555-225-2536</td>
<td>001-0880529002</td>
<td>Pending</td>
</tr>
<tr>
<td></td>
<td>Unassigned, Unassigned</td>
<td>555-448-8857</td>
<td>001-0880529002</td>
<td>No UC</td>
</tr>
</tbody>
</table>

[Image of UI]
Installation

Search the Google Play app store for the Cox Business Unified Communications to locate and download the app. Tap the Install button, and then tap the Open button to begin.

Note: Upon initial launch of the app, you must agree to the end user license agreement to continue.

Figure 4: UC for Tablet App Install Screen
Figure 5: End User License Agreement

License Agreement

COX Business

SOFTWARE END USER LICENSE AGREEMENT

IMPORTANT - READ CAREFULLY

THIS IS A LEGAL AGREEMENT BETWEEN YOU (THE INDIVIDUAL OR THE ENTITY) (“YOU”), USING THE SOFTWARE AND COXCOM, LLC whose principal address is 6205 Peachtree Dunwoody Rd, Atlanta, GA 30342 (“LICENSED”), PLEASE READ THE FOLLOWING TERMS CAREFULLY.

Installation of the software and documentation (the “Product”) is contingent on acceptance and agreement by You to the terms and conditions set out below. You may not use the Product in any way unless you have accepted these terms and conditions.

BY CHECKING THE “ACCEPT” CHECKBOX AND CLICKING THE “AGREE AND CONTINUE” BUTTON, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS END USER LICENSE AGREEMENT (“EULA”), CLICK THE “BACK” BUTTON AND THE APPLICATION WILL EXIT.

The Product is not a replacement for your mobile or fixed line telephone. In particular, the Product does not allow you to make emergency calls to emergency services. You must make alternative communications arrangements to ensure that you can make emergency calls if needed.

1. GRANT OF LICENSE.

Subject to the conditions and limitations below and your compliance with the conditions and limitations, including any documents and terms referenced herein, Licensee grants to You a personal, revocable, non-exclusive, non-transferable, non-sublicensable, limited license in object code form only, to use one copy of the executable code of the Product on a single device used by You. A “Device” is a personal computer or mobile device. You agree not to copy the Product, including its software and documentation. You also acknowledge that the Product contains valuable trade secrets proprietary information belonging to Licensor and others. Accordingly, you shall take measures to protect the Product from unauthorized access, disclosure and use, including without limitation the placement of intellectual property or any other proprietary rights notices on the Product and other materials supplied by the Licensor as stated in Article 2 below. Except as expressly provided herein, Licensor does not grant to You any express or implied rights to Licensor’s or any third party’s intellectual property. All other rights not expressly granted to You are reserved to Licensor. You shall not rent, lease, sell, sublicense, assign, copy, modify, alter, create derivative works from, or otherwise transfer the Product, including any accompanying printed materials.

2. PROPRIETARY RIGHTS.

COX Business

Figure 6: Sign In Screen

Tap the Accept link to accept the License Agreement terms, and then tap Accept again to confirm.

Sign In

When you first launch the application, you are prompted to sign in.

1. Enter your Cox Business MyAccount user name and password.
2. Select whether you would like the UC App to remember your password.
3. Tap the Sign In button.

Figure 6: Sign In Screen

UC App for Android Tablet User Guide 7
4. After logging in, a series of popups display, requesting access permissions. Tap OK, and then tap Allow for each to proceed.

5. An E911 Disclosure dialog box appears stating emergency calls to 911 are not supported.

   **Figure 7: E911 Disclosure Dialog Box**

   ![](image)

   **E911 Disclosure**

   This device does NOT support 911 calling. You MUST use a cellular or landline phone for 911 calls.

   CANCEL  OK

6. Tap OK to complete the sign in process.

   **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. Enter the MyAccount Portal URL (http://myaccount.coxbusiness.com) in your web browser.
   Result: The MyAccount Portal login page displays.

2. Click the Forgot Password link.

   Figure 8: MyAccount – Forgot Password

3. Enter your email address.

4. Click the Reset Password button.
   Result: A temporary password will be sent to your email address.

5. Log in to the MyAccount Portal using the temporary password.
   Result: You will be directed to the Change Password window, where you are prompted to create a new password (see Figure 9).

6. Enter the new password as indicated in the onscreen instructions.

7. Click the OK button to save your changes.

   Figure 9: Change Password Window
UC App Tabs

There are four “tabs” on the default page in the UC App (as are shown by the icons in the top toolbar). This section provides an overview of each tab and provides instructions on how to use functionalities, where applicable.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Contacts – View your contacts list and search local contacts on the device or search the company directory.</td>
</tr>
<tr>
<td>📞</td>
<td>Dial Pad – Press to dial a number.</td>
</tr>
<tr>
<td>📬</td>
<td>Instant Message – View recent chats.</td>
</tr>
<tr>
<td>📲</td>
<td>History – View recent call history of your Seat including incoming, outgoing, and missed calls.</td>
</tr>
</tbody>
</table>

Contacts

The Contacts tab 🔄 contains a list of all your contacts. From this tab, you can:

- Filter contacts displayed in the Contacts list
- Search for contacts
- Add new contacts (see Add Contact for more information)
- Access contact information
- Make audio calls
- Start chat sessions

When you start the UC App for the first time, your Contacts list is empty. You can use the search field to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add (➕) icon. See the Contacts section for more information about adding contacts.

Filters

The UC App supports filtering the contacts that display in your Contacts list. The following filters are available from the Contacts filter menu:

- **All** – Shows all presence-enabled and non-presence-enabled contacts.
- **Online** – Shows only the presence-enabled contacts that are currently online.
- **Local Address Book** – Shows the contacts from your local phone book.
- **Directory** – Shows the contacts from a company directory (which requires a search).

To open the Contacts filter menu, tap the down arrow to the right of the Unify label.

**Figure 10: Contacts Filter Menu**

*Search*

The UC App supports searching in Contacts and Contact Directories. A search is performed in a separate input field on the Contacts tab. Depending on the selected filter (All, Online, Local Address Book or Directories), search results display contacts only from the selected category.

A search is performed in the following sources:

- User’s Personal Phone List
- Group’s Common Phone List
- Enterprise’s Common Phone List
- Enterprise Directory

In addition to user-initiated searches, the UC app’s enhanced search function also performs a search for a display name corresponding to an incoming caller’s number.

Use the following steps to perform a search:

1. Tap the down arrow to open the Contacts filter menu (see **Figure 10**) and select the source you want to search.

2. Tap the search icon located in the bottom right corner of the Contacts list and enter the first three characters of the person’s first or last name. You can enter an asterisk (*) symbol to view the entire directory.
**Dial Pad**

The Dial Pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls.

- There are two buttons below the dial pad that are configurable by the service provider:
  - **Call** button
  - **Dial Pad Menu** button
- The top text field also has a delete button that, when pressed, deletes one character at a time.
- A badge notification appears on the **Dial Pad** tab when there are messages in the voice mail box (see the section covering Missed Calls and New Messages for more information).
- A long press on digit one connects you with your voice mail box.
- The dial pad menu contains two options:
  - Pull Call
  - Retrieve Call

**Chat**

The Chat tab shows the list of recent chats since the last login.

- If User A chats with User B multiple times, their discussions appear as one item in the list.
- Tapping the name from the Chat list opens the Chat view (IM view) in the right pane where new messages can be typed. Old messages are also shown.
- New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.
- Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order and are always listed with the most recent first.
- Tapping the **Make all as Read** icon in the navigation bottom bar removes all notification badges from the Chat History list.
• Tapping the **Start Chat** icon opens the Contacts list for you to select a contact and start a chat session.

• Tapping the **Start Group Chat** icon opens the Contacts list for you to select participants to include in a group chat.

• Tapping the **Add Participants** icon opens the Contacts list for you to select a contact to add.

• While in a chat with a single contact, tapping the **Menu** icon drops down a menu with the options to **View Profile** and **Delete Chat**.

• While in a group chat, tapping the **Menu** icon drops down a menu with the options to **Leave Conversation** and **Delete Chat**.

• While in a group chat, tapping the **View Participants** icon displays a list of the participants in the group chat.

**Call History**

**Figure 12: Call History Tab**

Call history can be accessed from the Call History tab. The UC App saves call history for all placed, received and missed calls.

• On the list of calls, there are icons indicating whether a call was incoming, outgoing or missed.

• The list of the call items consists of an icon showing what kind of call it was: a green arrow means incoming, a blue arrow means outgoing, and a red arrow means missed.

• The name, number, Unavailable status for the caller is displayed. Below the name, it shows the number, if available, and the date of the call and the time the call was initiated.

• Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.
Main Menu

The Main Menu contains the following options:

- Manage your profile and status settings
- Configure your call and remote settings
- Manage preferences
- Review version and licensing information
- Access online help
- Sign Out

To open the main menu, tap the Presence flag (__) in the upper left corner of your screen.

Figure 13: Main Menu

My Status

The My Status settings screen allows you to:

- Change your avatar (see My Avatar)
- Type a personal message (see Status Message)
- Set your availability status (see Set My Availability)
My Avatar

Your avatar is a graphical image or photo that represents you in your friends' Contacts list and in chat screens. If an avatar has not been set up, the initials for your name appear in place of the avatar. Tap on the circle to open a dialog box with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

Status Message

You can enter a status message in the area below the avatar. Tap the text that asks, “What’s on your mind?” and type a message. This status text is shown in your friends' Contacts list.
Set My Availability
You can manually set your availability to one of the following statuses:

- Available
- Away
- Busy
- Offline

Call Settings
The UC App supports the configuration of calling features, which allows supplementary services to be turned on or off through Call Settings.

Use the following steps to access the Call Settings menu:

1. Tap the Menu icon, also referred to as the Presence flag (⁺⁻), in the upper left corner of your screen.  
   **Result:** The Main menu appears (see Figure 13).

2. Tap the Call Settings link.

**Figure 16: Call Settings Screen**
Do Not Disturb
When you activate this service, all calls are typically blocked by the server and sent to voice mail.

Figure 17: Do Not Disturb Settings

<table>
<thead>
<tr>
<th>Do Not Disturb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable</td>
</tr>
<tr>
<td>Ring Splash</td>
</tr>
</tbody>
</table>

Use the following steps to activate the Do Not Disturb feature.

1. Tap the menu icon, also referred to as the Presence flag ( ), in the upper left corner of your screen.
   Result: The Main menu appears.

2. Tap the Call Settings link.

3. Tap the Do not disturb link.

4. Tap the Enable checkbox and tap the Ring Splash checkbox if you want your device to alert you that the feature is activated during an incoming call.

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

Figure 18: Always Forward Settings

<table>
<thead>
<tr>
<th>Always Forward</th>
</tr>
</thead>
<tbody>
<tr>
<td>4333773333</td>
</tr>
</tbody>
</table>

Use the following steps to activate the Always Forward feature.

1. Tap the menu icon, also referred to as the Presence flag ( ), in the upper left corner of your screen.
   Result: The Main menu appears.

2. Tap the Call Settings link.

3. Tap the Always Forward link.

4. Tap the Enable checkbox and tap the Ring Splash checkbox if you want your device to alert you have the feature is activated during an incoming call.
Forward When Busy
The Forward When Busy feature redirects all your incoming calls to another number that you define when you are on an active call.

**Figure 19: Forward When Busy**

![Image of Forward When Busy]

Use the following steps to activate the Forward When Busy feature.

1. Tap the menu icon, also referred to as the Presence flag (.sigmoidal), in the upper left corner of your screen.
   **Result:** The Main menu appears.
2. Tap the Call Settings link.
3. Tap the Forward When Busy link.
4. Enter the number to which you want your calls forwarded if you are on another call.
5. Tap the Enable checkbox followed by the OK button.

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

**Figure 20: Forward When No Answer**

![Image of Forward When No Answer]

Use the following steps to activate the Forward When No Answer feature.

1. Tap the menu icon, also referred to as the Presence flag (.sigmoidal), in the upper left corner of your screen.
   **Result:** The Main menu appears.
2. Tap the Call Settings link.
3. Tap the Forward When No Answer link.
4. Enter the number to which you want your calls forwarded if you are unable to answer.
5. Tap the Enable checkbox followed by the OK button.
Forward When Not Reachable
The Forward When Not Reachable feature 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.

Figure 21: Forward When Not Reachable

Use the following steps to activate the Forward When Not Reachable feature.

1. Tap the menu icon, also referred to as the Presence flag (■), in the upper left corner of your screen.
   Result: The Main menu appears.
2. Tap the Call Settings link.
3. Tap the Forward When Not Reachable link.
4. Enter the number to which you want your calls forwarded when the phone system is not operational.
5. Tap the Enable checkbox followed by the OK button.

Remote Office
This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Figure 22: Remote Office

Use the following steps to enable Remote Office and specify a phone number to be used as the Remote Office number:

1. Tap the menu icon, also referred to as the Presence flag (■), in the upper left corner of your screen.
   Result: The Main menu appears.
2. Tap the Call Settings link.
3. Tap the Remote Office link.
4. Enter the phone number where you can be reached so you can make calls as your business caller ID.

5. Tap the Enable checkbox followed by the OK button.

**Block My Caller ID**

You can hide or display your number when calling or communicating with other parties or contacts.

1. Tap the menu icon, also referred to as the Presence flag ( ), in the upper left corner of your screen.
   
   **Result:** The Main menu appears.

2. Tap the Call Settings link.

3. Tap the Block My Caller ID option.
   - To hide your number, place a checkmark in the Enable checkbox.
   - To show your number, tap the checkbox to remove the checkmark.

4. Tap the OK button to save your changes.

   **Figure 23: Block My Caller ID**

   ```
   Block My Caller ID
   
   ☑️ Enable
   
   CANCEL   OK
   ```

**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 you choose. 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, also referred to as the Presence flag ( ), 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. Add alert locations (numbers) that can be used in the service using the Add New Location button .

5. In the Alert Locations screen (see Figure 24), enter the phone number and a description, and then tap the check boxes as appropriate.
   - Tap the Enable This Location checkbox to enable the location.
• Tap the **Call Control** checkbox to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

• Tap the **Prevent Diverting Calls** checkbox to prevent a call from ending up as a voice mail, which can be problematic, for example, in conference call situations.

• Tap the **Answer Confirmation** checkbox to receive a separate audio prompt when answering a call from that number (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.

**Figure 24: Alert Locations Settings**

---

**Dialing Service**

The Dialing Service screen includes the following options:

- **Data Connection** is used for voice calling.

- **Always Ask** – when checked, the mobile device prompts you to select which dialing service to use.

To access these options:

1. Tap the menu icon, also referred to as the Presence flag ( ), in the upper left corner of your screen.
   **Result:** The **Main** menu appears.

2. Tap the **Call Settings** link.

3. Tap **Dialing Services**.

4. Select the option you wish to use.
The Simultaneous Ring feature allows you to add up to 10 additional numbers or Session Initiation Protocol Uniform Resource Identifier (SIP-URI) addresses that you would like to ring in addition to your primary number when you receive a call. You can also specify whether you want answer confirmations and if you would like to receive calls when already on another call. This service is an older variant of Anywhere.

1. Tap the menu icon, also referred to as the Presence flag (IENTATION), in the upper left corner of your screen.
   **Result:** The Main menu appears.

2. Tap the Call Settings link.

3. Tap the Simultaneous Ring option.
   **Result:** The Simultaneous Ring settings screen opens.
   - Tap the Enable checkbox to activate this feature.
   - Tap Don’t Ring When on a Call if you do not want the phone to ring when you are on an active call.
   - Tap the Add Location icon to enter more phone numbers that will ring when you receive an incoming call.
To edit a location:

1. Tap the location phone number.  
   **Result:** The **Edit Entry** screen opens.
2. To require an answer confirmation, tap the **Answer confirmation required** checkbox.

**Figure 27: Edit Simultaneous Ring Entry**

**Call Waiting**

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold. You can change between these two calls by using the **Hold** and **Unhold** buttons.

Perform the following steps to access this option and enable or disable Call Waiting:

1. Tap the menu icon, also referred to as the Presence flag (:pointer:), in the upper left corner of your screen.  
   **Result:** The **Main** menu appears.
2. Tap the **Call Settings** link.
3. Tap the **Call Waiting** option.
4. Tap the checkbox to enable or disable Call Waiting.
5. Tap the OK button to save your changes.

**Figure 28: Call Waiting**

<table>
<thead>
<tr>
<th>Call Waiting</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Enable</td>
</tr>
</tbody>
</table>

**Preferences**

The UC client supports the following preferences:

- Language
- Remember Password
- Troubleshooting

**Figure 29: Preferences Screen**

**Language**

The client is currently available in U.S. English.

**Remember Password**

You can choose to have the UC client remember your password so that you do not have to enter it each time you sign in to the app. Tap the checkbox to enable or disable this option.

You can also enable or disable this option at the sign in screen.
Troubleshooting
The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support email address that is configurable via the branding process. This helps support personnel to identify the issues. The information sent consists of the application and media engine diagnostic logs.

Troubleshooting is managed by a menu entry in Settings. It can be accessed from two places in the UC client:

- From the Settings button on the Sign In screen – This opens the Preferences screen, which provides access to troubleshooting settings. This can be used before you have signed in, which is most often for cases when you have issues signing in or with connectivity.
- From the Preferences screen, accessible from the Main menu. These are available while you are logged in.

About
The About screen includes three tabs from which you can view the following information:

- Info – The Info view contains short information text, version, copyright, website URL, app ID, and build version.
- License – The License view contains the End User License Agreement.
- Legal Notices – The Legal Notices view contains third parties used by the application.

Help Page
The UC client provides access to web-based help that can be launched from the Main menu.

Sign Out
You can sign out at the bottom of the Main menu.
Contacts

The Contacts list can contain different types of contacts as follows:

- Presence-enabled contacts
- Non-presence-enabled contacts

Any contact can be marked as a favorite, which then displays the contact at the top of the Contacts list in the Favorites section.

Contacts can also be organized in Groups, which are displayed at the top of the Contacts list under the Favorites section.

![Figure 30: Contacts List](image)

Add Contact

When you sign in for the first time, there are no contacts in your Contacts list. Add a new presence-enabled contact at any time using one of the following methods:

- Manually entering contact information
- Searching for a contact in the Contacts Directories
- Adding a conference phone number for ongoing conference calls
- Adding a contact from your tablet’s Local Address Book

Manually Add Contact Information

1. Tap the plus symbol ‌ in the bottom right corner of the Contacts list (see Figure 30).
   **Result:** The Add Contact menu displays.

2. Tap the **Add Contact** option.
3. In the **Add Contact** dialog box, enter the contact’s information and tap the **OK** button.

**Result:** The new contact is displayed in the Contacts list. By default, your presence information is always shared with a new contact if an XMPP address is provided.

### Add a Directory Contact

Another way to add new contacts is to use the directory search option from the Contacts tab.

1. From the main window, tap the down arrow to the right of the Unify label.

**Result:** A menu of filtering options displays (see *Filters* for more information)

2. Tap the **Directory** icon.

3. In the **Search contacts** field, enter the first three characters of the person’s first or last name. You can enter an asterisk (*) symbol to view the entire directory.

4. Tap the name of the contact you want to add to your Contacts list.
5. On the Contact Card, tap the plus symbol to the right of **Add to Contacts**.
   **Result:** The contact is added to your Contacts list.

   **Figure 33: Add to Contacts**

---

**Add Conference Contact**

A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

1. Tap the plus symbol in the bottom right corner of the Contacts list (see **Figure 30**).
   **Result:** The Add Contact menu displays.

2. Tap **Add Conference** from the menu.

3. In the Add Conference screen, enter the conference information and then tap **OK**.

**Add Local Contact**

To add a contact to your Android Tablet’s Local Address Book, perform steps 1 through 4 of the procedure to **Add a Directory Contact**, and then perform the following steps.

1. Tap the plus (+) symbol to the right of **Add to local contacts**.
   **Result:** The list of local contacts on your phone displays.
2. Tap the plus (+) symbol at the top of your Local Address Book.

**Figure 35: Android Tablet Local Address Book**
3. In the Contact Details screen, tap the **Save** button.

   **Result:** The contact is saved to the tablet’s Local Address Book.

**Figure 36: Add to Local Contacts**

### Add Group

A contact Group allows you to categorize multiple contacts so that you can communicate to many people simultaneously.

Use the following steps to add a Group.

1. Tap the plus symbol in the bottom right corner of the Contacts list (see *Figure 30*).
   **Result:** The **Add Contact** menu displays.

2. Tap the **Add Group** option.
   **Result:** The Contacts list displays so that you can select contacts to add to the group.

3. Tap the checkbox next to each contact that will be in the group.

4. Tap the **Group name** field and enter the name of the group (for example: Sales Team).

5. Tap the **Done** button.
   **Result:** The new group appears in the main window.
**Figure 37: Add New Group**

<table>
<thead>
<tr>
<th>Groups</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Team</td>
<td></td>
</tr>
<tr>
<td>Bob Martin</td>
<td>5552394579</td>
</tr>
<tr>
<td>Anna Bridges</td>
<td></td>
</tr>
<tr>
<td>App User</td>
<td></td>
</tr>
<tr>
<td>Bob Martin</td>
<td></td>
</tr>
<tr>
<td>Friday Sales Call</td>
<td></td>
</tr>
<tr>
<td>OwenJ</td>
<td></td>
</tr>
<tr>
<td>Howard User</td>
<td></td>
</tr>
<tr>
<td>Kevin Walsh</td>
<td></td>
</tr>
</tbody>
</table>

**Contact Card**

The contact card displays information about a contact based on the contact type. This includes contacts, Local address book contacts and contacts from directory search results.

If the contact has an associated e-mail address, then the application supports sending an e-mail to the contact by launching the native e-mail client on the mobile device.

The contact card menu options allow you to:

- Edit contact information
- Subscribe or unsubscribe from viewing contact presence status
- Remove the contact

Tap the menu icon (３) in the top right corner of the screen to access the contact card menu options.
**Figure 38: Contact Card**

![Contact Card Image]

**Edit**

1. Tap a contact in the Contacts list to open their contact card.
2. Tap the menu icon (⋮) to access the contact card menu options and select **Edit**.
   
   **Result:** The Contact Information dialog box opens, where you can edit information. This works for both presence-enabled and non-presence-enabled contacts.

**Subscribe/Unsubscribe**

If you receive a status sharing request invitation, you can ignore or accept it. If you ignore a status sharing request, then you can always share your presence information later by sending a **Subscribe** request. Note that the contact must accept your subscription request for you to successfully establish a presence relationship.

Unsubscribing from a contact means you do not see the contact’s presence information and your contact does not see yours. An unsubscribed contact remains on the contact list and is always shown as “offline”. Any contact that is not presence-enabled is shown in the same way.

To subscribe or unsubscribe from a contact, you can do one of the following:

1. In the Contacts list, long press on the contact’s name to display the contact menu options.
2. Tap **Subscribe** or **Unsubscribe** from the contact menu options.
Figure 39: Contact Menu Options

<table>
<thead>
<tr>
<th>Kevin Walsh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Call</td>
</tr>
<tr>
<td>Chat</td>
</tr>
<tr>
<td>View Profile</td>
</tr>
<tr>
<td>Remove from Favorites</td>
</tr>
<tr>
<td>Unsubscribe</td>
</tr>
<tr>
<td>Remove</td>
</tr>
</tbody>
</table>

Or

1. In the Contacts list, tap the contact’s name to open the contact card (see Figure 38).
2. Tap the menu icon (ição) in the top right corner of the contact card to display the menu options.
3. Select **Subscribe** or **Unsubscribe**.

**Remove**

To remove a contact from your Contacts list, tap the menu icon (ição) to access the contact card menu options and select **Remove**.

**Availability**

For each contact to which you have subscribed, you can see their presence, or availability. Similarly, your contacts can see your presence on their Contacts list. **Availability** means that your friends can see if you are available; for example, “I’m available” or “I’m busy”.

**Note:** Availability can also be referred to as presence status, which was the term used in previous releases.
If you see the error message, “Chat Unavailable” under any tab, it means that the XMPP connectivity has been lost for chat and availability; however, you can still make calls. If the UC app has been inactive for an extended period, you can try logging out and then logging back in to reestablish XMPP connectivity. If chat is still unavailable, you should contact your service provider.

The availability update is only triggered by appointments and meetings that you initiate or accept. Note that all-day meetings do not trigger an availability change to Busy – In Meeting.

You can manually set your own availability as follows:

1. Tap on your presence flag 🔄 in the top left corner of the screen to open the Main menu.
2. Tap anywhere in the top half of the Main menu to open the My status screen.
Instant Messaging

Chat

Start a chat using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the chat icon.
- Long press on a contact in the Contacts list to display a menu of options, and then tap Chat.
- In the Chat History list, tap a contact entry to start a chat.
- From search results, tap a contact to open the contact card and then choose the chat icon.

Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears at the top of the Chat History list.

![Chat Notification Badge](image)

When you initiate a chat, the Chat view opens in the right pane. To open chat in full screen, tap the collapse icon (\[\]) to hide the left pane. Selecting any tab from the tab bar or tapping on the expand icon (\[\]) opens the left pane view.

A smiley can be added to a message by typing the corresponding character codes or by selecting a smiley icon (the smiley is displayed graphically in the message area).

The text input field in Chat uses auto-correct, auto-cap and spell check based on system settings. Use the system settings to enable or disable these features.

Group Chat

Start a group chat using one of the following methods:

- In a single chat session, tap the add participant icon (+️) to escalate from a single to a group chat.
- In the Chat History list, tap the Create Group Chat icon (addGroupChatIcon).
When you initiate a group chat, the Chat screen opens. More participants can be added later to the chat using the add participant icon 🔄. Anyone in the group chat can add participants; however, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat.

- All messages from anyone are sent to everyone else.
- All contacts need to be online to be able to participate in a group chat.
- You cannot invite an offline contact to a group chat.
- A group chat history is saved and is available to view later from the Chat tab.
- A user can leave a group chat by tapping the menu icon ⏿ and selecting the **Leave Conversation** option. The chat is marked as “offline” and the user no longer receives messages from the chat. When tapping on the “offline” chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.
- The **Delete Chat** menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.
- The View Participants icon 🔄 opens a dialog that shows the list of participants in the group chat.

**Note:** Deleting a chat room is not supported.
Outbound Calls

Note: Incoming calls are not currently supported.

Make Audio Calls
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.

In Call Actions
You can perform the following actions from the In-Call screen:

• Mute the microphone
• Place a call on hold
• Place the call on speaker
• Open the key pad
• Make a new call
• Transfer a call – Attended or Unattended
• Make a conference
• Transfer a call to a circuit-switched call
• Add more participants (on conference call only)
• Merge two separate calls
• Swap two separate calls
• View participants (on a conference call)
• End a call
In addition, you can use the Android tablet’s back button to leave the In-Call screen and navigate through the other application screens. Returning to the In-Call screen is possible through the active call toolbar or the active call notification entry in the Android tablet’s notification center.

New Call
The UC client supports starting a new call while in an ongoing call. To establish a call, tap on the new call button or choose one of the options outlined in the section covering Make Audio Calls. After the new call is established, the first call is put on hold. You can swap the two calls or merge them into a conference.

Call Transfer
There are two types of call transfer: Attended Transfer (also known as “warm”) and Blind Transfer.

To make an attended (warm) transfer:

- During an active call, tap the Transfer button.
- Tap a contact in the Contacts list or tap the Dial Pad icon and enter the phone number or extension of the intended recipient.
- Tap the Call First button (see Figure 42) to speak with the recipient and announce the caller being transferred.
To make a blind transfer:

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

**Figure 42: Transfer Mode**
Conference Call

A Conference Call is a telephone call that enables multiple people to speak to each other at the same time.

**Note:** A conference call with more than three people is known as “N-way Calling.”

Use the following steps to initiate—or add members—to a conference call on the UC App for Android Tablet.

1. Initiate a call using one of the methods described in the *Make Audio Calls* section of this user guide.

2. When the call becomes active, click the menu icon in the lower right corner of the Communication window.  
   **Result:** A sub-menu appears.

3. Click the *Conference* option.  
   **Result:** The Contact list appears. 
   
   **Figure 43: Initiate a Conference Call**

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

5. Tap the *Add to Conference* button (see *Figure 44*) 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.

**Note:** You may add up to 14 other participants for a total of 15, including yourself.
Call Waiting
You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold. You can change between these two calls by using the Hold and Unhold buttons.

Missed Calls and New Messages
When you miss a call, the notification bar on the Android device displays a UC app alert icon. When you expand the notification bar, the missed call is indicated by a note with the missed call information. If the caller records a message, a voice mail notification displays. Tapping the missed call takes you to the Call History screen. Tapping the voice mail note dials the Voice Mail service (see Check Voice Mail for more information).

Missed call and voice mail notifications are also shown as badges on the tab icons. The number indicator for new voice mails changes depending on how many are open or are new.

Figure 46: Voice Mail Notifications

Set Up Voice Mail
To set up your voice mailbox and record a personal greeting, do the following:

1. From your desk phone or the 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.
Check Voice Mailbox

1. Connect to the voice mail system using one of the following methods:
   - From your desk phone, dial your business number.
   - From the UC app dial pad (see Dial Pad) dial your business number or long press the 1 key.
   - From the Android device’s notification bar, tap the voice mail notification.

2. When prompted, enter your PIN and press the # key.

Refer to the Voice Mail User Guide for more information.
Multi-Device Support

UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices.
- Retrieving one’s own presence notifications, when another client updates the user’s presence. The UC client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the contact blocks the invitation, there are presence notifications from the server to all the user’s clients indicating that the subscription was terminated, and this information is shown to the user. If the UC client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a Contacts list in one device is recognized in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.
Push Notifications for Calls

The UC App supports Push Notifications (PNs) for Incoming Calls.

- This feature leverages support on the UC Apps Server to send Push Notifications to mobile applications over Google Cloud Messaging (GCM) services.
- Mobile client applications use Push Notifications to get alerted for incoming calls and accepting the call as VoIP.
- When there is a new call, a Push Notification is sent to the UC client, which is presented to the user as either OS-specific visual notification or in the user interface of the UC client application.
- From a user experience standpoint, accepting a call works in the same way for both push-enabled clients and non-push-enabled clients. On Android, the call is presented to the user with an application-specific Incoming Call screen with Answer and Decline buttons.
- Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to the user. The SIP registration is done only when the user initiates the VoIP call.
- In addition to Push Notifications for new calls, the solution also supports Push Notifications for new voice mail.
Other Features

Firewalls and Network Address Translations

The UC client supports rport (RFC 3581) for Network Address Translation (NAT) traversal and using the client behind a firewall. However, it is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal for several key features, such as calling (that is, currently unlikely to work without an SBC).

End of Document