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About the UC App for iPad

The UC App for iPad integrates your Apple device and Cox Business phone so that you can make calls as though you are in your office. You can also manage calling features of your office phone directly from your iPad.

The app requires the MyAccount login of an active VoiceManager line or IP Centrex seat, with Unified Communications, which is available from Cox Business.

The UC App provides the following communication features:

- Voice Calling through Data Connection (VoIP)
- Voice Calling (circuit switched)
- Instant Messaging and Presence (IM&P)
- Click-to-Dial for desk handset or remote office
- Inbound, Outbound, and Emergency (911) calling

**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 helpful information for getting started and using the UC App on an iPad. First, make sure that the device meets the following technical specifications.

Technical Specifications

The UC App, as it relates to an Apple iPad, has been tested on:

- iOS 8 or later
  - iPad 2 and newer

Language Support

The UC App client is available in English.

Install the UC App

Use the following instructions to download and install Cox Business UC App on your iPad.

1. From the Apple App Store search for “Cox Business Unified Communications.”
2. Tap the download icon. See Figure 1.
3. Tap the Open button.
   Result: You may receive a message “Unify Would Like to Send You Notifications.” If so, tap the Allow button. See Figure 2. In addition, the Software End User License Agreement (EULA) displays. See Figure 3.
4. Read the EULA and tap Accept in the lower right corner. (Note: When you install the UC App, you must agree to it before you can continue.)

Results: The Accept the Terms and Conditions message appears.

5. Tap Accept again.

Result: The Sign In screen appears.
Sign In

When you first launch the application, you are prompted to sign in to the Cox Business voice portal, MyAccount.

1. Enter your Cox Business MyAccount user name and password.
2. Tap the Show Password and/or Remember Password switches to configure your login experience.
3. Tap the Sign In button.

**Result:** A Warning message appears about emergency calls and presents you with the option to update your emergency location.

**Note:** The UC App for iPad enables you to update your physical location for emergency services through the Update Emergency Location function. **(Note:** If you tap Update Emergency Location, the MyAccount client opens so you can set the location in that application. When the location is set, the UC App appears on iPad and you are signed in automatically. See Figure 5.)
4. Tap **Accept**.
   **Result:** The UC App's Access Contacts message appears. See Figure 6.

5. Tap **OK**.
   **Result:** The UC App's Contacts screen appears; and eventually, the “Unify Would Like to access the Microphone message” appears as an overlay on the Contacts screen. See Figure 7.

6. Tap **OK** to complete the sign in process.
   **Result:** The UC App's contacts screen appears.
The UC App Tabs

There are four icons or “tabs” on the default page that represent different functionalities within the UC Apps. This section provides an overview of each and provides how-to instructions on usage.

Figure 8. The UC App Apps Contacts screen

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄️</td>
<td><strong>Contacts</strong> – View your contacts list and search local contacts on the device or search the company directory.</td>
</tr>
<tr>
<td>📞</td>
<td><strong>History</strong> – View a recent call history of your seat (phone) including incoming, outgoing, and missed calls.</td>
</tr>
<tr>
<td>📩</td>
<td><strong>Instant Message</strong> – View recent chats.</td>
</tr>
<tr>
<td>📡</td>
<td><strong>Dial Pad</strong> – Tap to dial a number.</td>
</tr>
</tbody>
</table>
Contacts Tab

From the Contacts tab, you can:

- Add new contacts (see Add Contact for more information)
- Access contact information
- Search for contacts
- Place and receive audio calls
- Start chat sessions

Contacts are identified as those who are “presence-enabled” and “non-presence enabled.” Presence-enabled contacts are defined as other UC users and those with an Extensible Messaging and Presence Protocol (XMPP) address. Non-presence-enabled contacts are phone numbers or conference numbers.

Figure 9. UC Contacts

Contacts can be organized in by whether they are UC Contacts or part of Contact Directories: The UC Contacts comprise “All” and “Online” sub-categories. The Contact Directories comprise both “iPhone Contacts” and “Directory” sub-categories. See below for descriptions of each.

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

When you launch the UC App for the first time, your Contacts list is empty. See Figure 8.

Add a new presence-enable contact at any time by tapping **Add** (➕) icon the option Add Contact from the plus icon in the navigation bar. Another way to add new contacts is to use the directory search option from the Contacts tab. to add Contacts, Conference Numbers, iPhone Contacts, and Groups manually. See the **Contacts** section for more information.
My Status

Within the Contacts tab, you can configure your image, a message, and your availability status to display to members in your Contact list access.

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

Figure 10. My Status

My Avatar

Your avatar is a graphical image or photo that your contacts will see in the Contacts list and in chat screens.

Note: To set an avatar when the UC App is working inside an iOS for Work profile, a Camera application inside the Work profile should be installed on the device. The system administrator should provision such an application for the given Work profile and the user should install it before initiating an avatar change action.

If you have not set up an avatar, your initials appear. Use the following steps to change your image.

1. Tap the availability status box in the upper left corner on the Contacts list.
2. Tap the circle that encloses your initials. See Figure 10.

Result: A sub screen appears. Here, you will be able to use a camera to take a new picture, choose an existing photo, or clear your profile photo. See Figure 11.
Figure 11. **Set or Change Profile Photo**

Status Message
You can enter a status message in the area below the avatar. Tap the text field that asks, “What’s on your mind?” and type a message. The text is shown in your friends’ Contacts list.

Set My Availability
You can manually set your availability to one of the following statuses:

Figure 12. **Availability Statuses**
Use the following steps to change your status:

1. Tap your current availability status, located above the Contacts icon.  
   **Result:** Your avatar screen appears.

2. Tap the status you want your contacts to see.  
   **Result:** A checkmark appears to the right of the status you selected.

3. Tap the **Done** link in the upper right corner of the avatar screen.  
   **Result:** Your status appears in the Contacts list.

**Search**

Use the Search feature to locate contacts in any of the contact categories: All, Online, iPhone, and Directory.

1. Tap the down arrow to open the Contacts filter menu and select the category you want to search.

2. Tap the search icon located at the top of the Contacts list and enter the first three characters of the person’s first or last name. You may elect to insert an asterisk (*) symbol after the first three letters to view the entire directory.

   **Figure 13. Search results**
Call History Tab

The Call History feature displays all placed, received, and missed calls. Each call type is represented with an icon that denotes the type.

Call History makes it easy for you to redial and return a call when you miss a call or when you want to dial a contact with whom you have recently spoken.

1. Tap the Call History icon to view the list of calls. A call with this arrow indicates an incoming call. A call with this arrow indicates an outgoing call. Calls in red font indicate missed calls. The date and/or time of the call also appears at the right of the call. Below the name, the number, if available, the date of the call, and the time the call was initiated displays.

2. Tap the information icon to view other details about the call, including: the status of the call, the name, phone number, and availability status of the caller.
Chat Tab

The Chat tab 📬 shows a list of chats with your contacts since your last login.

Start a chat using either method shown below:

- From the Contact list, tap a contact to open the contact card. From the contact card, choose the chat bubble icon to start a chat.
- In the Chat History list, tap a contact entry to start a chat.
  1. When you initiate a chat, the Chat view opens in the right pane.
  2. To open chat in full screen, tap the collapse icon ☹️.
  3. Select any tab from the vertical menu or tap on the expand icon to open the left pane view. (Note: Chatting with a contact is possible only when you are both online.)

If your contact initiates a chat, a notification badge appears on the Chat icon and the entry appears on the top of the Chat History list. When the chat opens, the name of the recipient and their availability status appear.

**Note:** Recipient messages are presented in an orange background and your message displays in a white background. An emoticon can be added to a message by typing the corresponding character code or by selecting an emoticon. The emoticon is displayed with its character code in the input text area, graphically in the chat area, and when displayed to the remote party.

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

When you select Clear History, the Chat History is removed from view, but the chat view remains open if you want to continue chatting. If you navigate back to the chat list, then this specific chat entry is removed from the list because there is no Chat History associated with it.

![Chat Tab](image)

**Figure 15. Chat Tab**
Notes about the Chat Feature

- If User A chats with User B multiple times, their discussions appear as one item in the list.
- Tap the name from the Chat list to display the Chat view in the right pane. This is where you can enter new messages. Old messages also appear.
- 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.
- Tap the Make all as Read icon in the navigation bottom bar to remove all notification badges from the Chat History list.
- Tap the Start Chat icon to open the Contacts list so you can select a contact and start a chat session.
- While in a chat with a single contact, tap the Menu icon to expand a menu with options to View Profile and Clear History.

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 chat to a group chat.
- From the Chat tab, tap on the Start Group Chat icon and select participants from your Contacts list.
- In the Chat History list, tap a group communication entry to start a group chat.

When you initiate a group chat, anyone in the group chat can add participants. To remove a participant, tap the Edit button, choose a participant to remove, and then tap Done. A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. A group Chat History is saved and is available to view later in the Chat tab.

- While in a group chat, tap the View Participants icon to display a list of the attendees in the chat.
- While in a group chat, tap the Menu icon to expand a menu with options to Leave Chat or Clear History. When you “Leave Chat,” the chat is marked as “offline” and you no longer receive messages from the chat. When you tap the “offline” chat, you re-join the room and start receiving messages. However, you do not receive messages that were sent in the chat during the time you left.
- The Clear History menu item works the same way as the corresponding option in a one-on-one chat and removes the local history.
Dial Pad Tab

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
  - Pull Call button

- The Enter phone number field displays a delete button when you start to enter a phone number. Tap the button to delete one character at a time.

- A badge notification appears on the Dial Pad icon when there are messages in the voice mail box.

- Press and hold “1” to connect access your voice mail box.

- The dial pad menu contains two options:
  - Pull Call
  - Retrieve Call

Figure 16. Dial Pad
The UC Apps Settings menu includes functionalities that you can navigate to:

- Configure multiple types of call settings
- Configure your Preference settings to:
  - Set the UC App to remember your password
  - Use troubleshooting capability in Unify
  - Perform a search for incoming calls in the Contact List, local Address Book, and Company directory to check if there is a match
- Update your location for emergency purposes
- Review version and licensing information for Unify
- Access online Help
- Sign Out

![Settings Menu](image)

You can access the Settings menu when you tap the menu icon in the lower left of any UC App screen.
Settings Menu - Call Settings

The UC client app supports the configuration of UC 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 in the lower left corner of your screen.
   **Result:** The Main menu appears. See Figure 17.

2. Tap the Call Settings link.

   **Figure 18. Call Settings Screen**
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 in the lower 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, tap the Active switch.
   - To show your number, tap the Active switch.
4. Tap the Save link to save your changes.

![Block My Caller ID](image)

Dialing Service
The Dialing Service provides a Data Connection Call dialing service. This “transit mode” dials anywhere you have a data connection, WiFi or LTE (4G). Note: Users who have the UC App installed on their tablets must use this method because tablets do not have cellular voice service.

![Dialing Service](image)

Note: The person you call will see the Cox Business caller ID, not the caller ID of your cell phone.

Use the steps below to view the Dialing Service.

1. Tap the menu icon in the lower left corner of your screen.
   Result: The Main menu appears.
2. Tap the Call Settings link.
3. Tap Dialing Service.
   Result: You will see the Data Connection Call mode.
Forward - When Not Reachable
The forward When Not Reachable feature redirects all your incoming calls to another number 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

<table>
<thead>
<tr>
<th>When Not Reachable</th>
<th>Save</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td></td>
</tr>
<tr>
<td>Forward to #</td>
<td>(555) 555-0000</td>
</tr>
</tbody>
</table>

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

1. Tap the menu icon in the lower 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 Active switch and the Save link.

Forward - When Busy
The forward When Busy feature redirects all your incoming calls to another number when you are on an active call.

Figure 22.  Forward When Busy Settings

<table>
<thead>
<tr>
<th>When Busy</th>
<th>Save</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td></td>
</tr>
<tr>
<td>Forward to #</td>
<td>(555) 555-8989</td>
</tr>
</tbody>
</table>

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

1. Tap the menu icon in the lower 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 Active switch followed by the Save link.
**Forward - Always**

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

![Forward Always Settings](image)

Figure 23. Forward Always Settings

Use the following steps to activate the Always forward feature.

1. Tap the menu icon in the lower left corner of your screen.
   **Result:** The Main menu appears.
2. Tap the Call Settings link.
3. Tap the Always link.
4. Tap the Active switch.
5. Tap in the Forward to # field and enter the number you want your calls to be sent.
6. Tap the Ring Splash switch if you want your device to alert you when you have the feature activated during an incoming call.

**Forward - When No Answer**

The When No Answer forward feature redirects your incoming calls to another number when you are unable to answer the phone within a set number of rings.

![Forward When No Answer Settings](image)

Figure 24. Forward When No Answer Settings

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

1. Tap the menu icon in the lower left corner of your screen.
   **Result:** The Main menu appears.
2. Tap the Call Settings link.
3. Tap the When No Answer link.
4. Tap the Active switch.
5. Tap in the Forward to # field and enter the number you want your calls to be sent.
6. Tap in the Number of Rings field and select the number of rings before the call is routed to the Forward to number.
7. Tap the Save link.

**Do Not Disturb**

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

![Figure 25. Do Not Disturb Settings](image)

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

1. Tap the menu icon in the lower 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 Active switch.
5. Tap the Ring Splash switch if you want your device to alert you that the feature is activated during an incoming call.
6. Tap the Save link.

**Simultaneous Ring**

The Simultaneous Ring feature allows you to add up to 10 additional numbers that you want 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 on an active call.
Figure 26. **Simultaneous Ring**

1. Tap the menu icon in the lower left corner of your screen. 
   **Result:** The **Main** menu appears.
2. Tap the **Call Settings** link.
3. Tap the **Simultaneous Ring** link. 
   **Result:** The Simultaneous Ring settings screen opens.
   1. Tap the **Active** switch to enable this feature.
   2. Tap the **Ring If On Call** switch if you want the phone to ring when you are on an active call.
   3. Tap the **Add Location** link.
   4. Tap in the **Telephone #** field 
   **Result:** A sub-window appears.
   5. Enter the phone number you want to include when you receive an incoming call.
   6. (Optional) Tap the **Answer Confirmation Required** switch to receive a separate audio prompt when you answer a call from that number.
   7. Tap the **Save** link.
   8. Repeat steps 3-6 to add more phone numbers.
   9. Tap the **Done** link when all numbers have been added.

Figure 27. **Edit Location screen**
Use the following steps to change or delete an existing location (phone number):

1. Navigate to the Simultaneous Ring screen.
2. Tap the phone number you want to modify or remove. (Note: You can change the Telephone number and the Answer Confirmation Required setting.)
3. Tap the Delete Location link to remove the phone number from the Simultaneous Ring list.

**Remote Office**

This feature enables you to use any phone; e.g., your hotel room phone, home office phone, or your mobile phone as your office phone, from a charging and numbering perspective.

![Remote Office](image)

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 in the lower 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. (Note: This number will appear as your business line caller ID when you make calls. Incoming calls to your business line will ring your remote number, yet present your business phone’s caller ID.
5. Tap the Active switch to enable the feature followed by the Save link.

**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.

Anywhere can take advantage of the mobile phone line, which may be more reliable from time to time.
The UC Apps can integrate with your mobile number, which means incoming calls ring to your mobile phone number; and outgoing calls can be made on your mobile phone number. Alternatively, the system can call you back on your mobile number before connecting you.

**Figure 29. Cox Business Anywhere**

1. Tap the menu icon in the lower left corner of your screen. **Result:** The Main menu appears.

2. Tap the Call Settings link.

3. Tap the Cox Business Anywhere link.

4. Tap the Add Location link to add other locations (phone numbers) as an extension of your business phone number and dial plan. **Result:** The Add Location screen appears. See Figure 30.

**Figure 30. Add Location screen**

5. Tap in the Telephone # field and enter another phone number.

6. (Optional) Tap in the Description field and enter a label for that number; e.g., home office, corporate number, etc.

7. Tap the Active switch to activate the location.

8. Tap the Call Control switch to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).
9. Tap the **Prevent Diverting Calls** switch to prevent a call from ending up as a voice mail, which can be problematic, for example, in conference call situations.

10. Tap the **Answer Confirmation** switch 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.

11. Tap the **Save link** to save your changes, or tap the **Cancel** link to abort the changes.
Settings Menu – Preferences

The Settings Menu

Figure 31.  Settings – Preferences screen

The UC client supports the following preferences:

- Language
- Remember Password
- Troubleshooting
- Caller ID Lookup

Figure 32.  Preferences Screen

Language
The UC client supports English only.

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 switch 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.

  ![Figure 33. Troubleshooting menu](image)

  - **Console logging** – Gets logs in a development environment. The device should be connected to a PC/MAC and the logs appear in real-time in the console.
  - **File Logging** – Saves logs to the device memory for subsequent sending by email.
  - **XMPP Logging** – Includes IM&P-related information (XMPP stanzas) in the logs.
  - **Other Logging** – Includes additional logs different from XMPP.
  - **PN Logging** – Includes Push Notification-related information (only when Push Notifications are enabled).
  - **Crash Reporting** – Send crash logs to a crash report.
  - **Clear All Logs** – Removes data from all logs.
• **Email Logs to Support** – Sends console logs to technical support for review and analysis.

**Settings Menu - Caller ID Lookup**
When there is an incoming call, the UC App matches it by searching in the Contact List, local Address Book, and Company directory. To improve the performance, the UC App provides the ability to turn on/off searching in the local Address Book.

**Settings Menu - Update 911 Location**
The UC App enables you to keep your location current so that emergency calls are routed to the proper emergency call dispatcher, and emergency responders can be routed to your location. If the telephone handset or UC App is relocated, you will need to update your e911 address information.

**Settings Menu - 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.

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

**Settings Menu - Sign Out**
When you tap Sign Out, you exit the application and must log in again to gain access.
Contacts

The Contacts list can contain:

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

Any contact can be marked as a “Favorite,” which then displays the person or entity 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 34. Contacts List

Add Contact

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

- Manually enter contact information
- Search for a contact in your company’s directory list
- Add a contact from your tablet’s address book
Manually Add Contact Information

Use the following steps to add a new contact.

1. Tap the plus symbol to the right of the UC App drop-down menu. See Figure 35.
   **Result:** The Add Contact menu displays.

2. Tap the **Add Contact** option.

3. In the **Add Contact** dialog box, populate the fields as necessary; and tap the **Done** 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 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, such as for a recurring conference.

Figure 37. Add Conference Contact screen

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Add Conference</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Name</td>
<td>Enter Display Name</td>
<td></td>
</tr>
<tr>
<td>Dial-in Number</td>
<td>Enter Dial-in Number</td>
<td></td>
</tr>
<tr>
<td>Conference ID</td>
<td>Enter ID</td>
<td></td>
</tr>
<tr>
<td>Security PIN</td>
<td>Enter PIN</td>
<td></td>
</tr>
</tbody>
</table>

1. Tap the plus symbol † to the right of the UC App drop-down menu in the Contacts screen. See Figure 35 Error! Reference source not found.. Result: The Add Contact menu displays.

2. Tap the Add Conference option.

3. In the Add Conference screen, populate all fields as necessary; and then tap Done.
Add iPhone Contact

To add a contact to your iPad’s Local Address Book, perform steps 1 through 4 of the procedure to
, and then perform the following steps.

1. Tap the plus symbol (+) to the right of the UC App drop-down menu in the Contacts screen. See Figure 35 *Error! Reference source not found.*.
   
   **Result:** The Add Contact menu displays.

2. Tap the **Add iPhone Contact** option.

3. In the New Contact screen, populate the fields as necessary; and then tap **Done**.

Figure 38. **Add to iPhone Contacts Icon**

![Add to iPhone Contacts Icon](image-url)
Create 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 + to the right of the UC App drop-down menu in the Contacts screen. See Figure 35.

   Result: The Add Contact menu displays.

2. Tap the Add Group option.

3. Tap the cursor in the Tap to enter group name field and enter the name of the group; e.g., Inside Sales Team.

4. Tap Done.

   Result: The new group appears in the Contacts list.

   Figure 39.  Add Group

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Add Group</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap to enter group name</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5552334579</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Anna Bridges</td>
<td>requested</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:billt@anydomain.com">billt@anydomain.com</a></td>
<td>requested</td>
</tr>
</tbody>
</table>
**Contact Card**

The contact card displays information about your UC contacts, your iPhone address book, and those 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.

![Contact Card](image)

**Figure 40.  Contact Card**
Edit Contact
The UC App allows you to modify the following information about your contact:

- Display Name
- Personal Phone
- IM Address
- Dial-in-Number
- Conference ID
- Security PIN

You can also Subscribe to or Remove a profile.

Figure 41. Edit Profile screen

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Profile</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Display Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BillW</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Personal Phone</td>
<td>5551112222</td>
</tr>
<tr>
<td></td>
<td>IM Address</td>
<td><a href="mailto:bwithers@domain.com">bwithers@domain.com</a></td>
</tr>
<tr>
<td></td>
<td>Dial-in Number</td>
<td>15556666898</td>
</tr>
<tr>
<td></td>
<td>Conference ID</td>
<td>123456</td>
</tr>
<tr>
<td></td>
<td>Security PIN</td>
<td>1234</td>
</tr>
</tbody>
</table>

Use the following steps to change information your contact’s profile.

1. Tap a contact in the Contacts list to open their contact card.

2. From the top right of your UC App, tap Edit.

   Result: The Profile screen opens.

3. Tap any of the fields and modify the information as necessary. (Note: This works for both presence-enabled and non-presence-enabled contacts.)
Unsubscribe / Remove Contact

Unsubscribing from a contact means you will no longer see the contact’s presence information and your contact will not see yours. An unsubscribed contact remains on your contact list and is always shown as “offline.” Any contact that is not presence-enabled is shown in the same way.

Figure 42. Unsubscribe / Remove contact

Use the following steps to unsubscribe or remove a contact.

1. Tap a contact in the Contacts list to open their contact card.
2. From the top right of your UC App, tap Edit.
   Result: The Profile screen opens.
3. Scroll down and tap either Unsubscribe or Remove.
Availability

For each contact to whom you have subscribed, you can see their availability. Similarly, your contacts can see your status on their Contacts list. Your status identifies whether you are free to chat with your contacts. See Figure 43.

Note: 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.

Figure 43. Availability Status

<table>
<thead>
<tr>
<th>Icon</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>You are online and ready for communication.</td>
</tr>
<tr>
<td>🟠</td>
<td>You are online, but are idle; or you are away from your computer for more than 10 minutes.</td>
</tr>
<tr>
<td>🟢busy</td>
<td>You are busy and do not want to be disturbed, you are busy due to a call, or you are busy due to a meeting.</td>
</tr>
<tr>
<td>⬜️</td>
<td>You are offline.</td>
</tr>
</tbody>
</table>

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*.

Use the following steps to set your availability:

1. Tap on your status flag in the top left corner of the screen to open the My Status screen.
2. Tap your status again.
3. Tap the icon that represents your availability to chat.
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.
- Press and hold a contact in the Contacts list. When the Contact information panel appears, tap the Chat icon.
- In the Chat History list, tap a contact entry to start a chat.

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.

Figure 44. Chat Notification Badge

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

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.

![Figure 45. Add contacts to group chat](image)

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.
Outbound Calls

Make 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 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 iOS 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 in the UC App or the active call notification entry in the iOS tablet’s notification center.
Swap and Merge Calls
The UC App client supports starting a new call while on an ongoing call. Use the following steps to call another number while on an active call.

1. While on an active call, tap the Hold icon.
2. Use the dial pad and enter the other number, or select the number from the Call History tab.
3. You can switch between calls by using one of the options below.
   - Place either call on hold.
   - Tap the Swap icon.

Figure 46. Swap and Merge calls

Tap the Merge Calls icon to speak with both parties simultaneously. This can also be done using the Conference feature.

Call Transfer
There are two types of call transfer: Attended Transfer (also known as “warm”) and Blind Transfer. An attended transfer allows you to announce the caller before you complete the transfer. An unattended transfer allows you to transfer the call without announcing it first.

Use the steps below to make an attended (warm) transfer:

1. During an active call, tap the Transfer icon.
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** icon (see Figure 47) to speak with the recipient and announce the caller being transferred.

4. Tap the **Transfer** icon again.

Use the following steps to **make an unattended 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 again to complete the transfer.

**Figure 47. Transfer**
Conference Call
The UC App allows you to add another party to an existing call. (Note: You can add up to 15 participants.)

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

1. From your iPad, start a call using one of the methods described in the Make Calls section of this user guide.
2. When the call is active, tap the Conference icon. See Figure 48.
3. Dial the next phone number.
4. When the person answers the call, tap the Add to Conference button. See Figure 49.
5. Tap the Add Participant icon. See Figure 50.
6. Dial the next number.
7. Tap the Add to Conference button.
8. Tap the Add Participant icon.
9. Repeat steps 6-8 to add up to 14 participants to a conference call.
10. To end the call, press the red handset icon.

Figure 48. Initiate a Conference Call
Figure 49. **Add to Conference**

Figure 50. **Add Participant**
Missed Calls and New Messages

When you miss a call, the notification bar on the iOS device displays an icon. Tap the missed call to open the Call History screen. Notifications, such as missed calls or new messages, are also shown as badges on the tab icons.

Set up Voice Mail

For your reference, use the following steps to set up your voice mail.

1. From iPad, dial your business number or *86.
2. Wait for the prompt and then 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.

If you have voice mail messages, a badge displays on the Dial tab icon and indicates the number of messages you have pending.

Check Voice Mailbox

To listen to your messages on your iPad, tap the Dial Pad icon, and then press and hold “1”. Follow the prompts to listen to your messages.

Call Waiting

If you receive an incoming call and want to answer it while you are on an existing call, tap the Accept button. The existing call will be placed on hold.
Resetting Your Password

2. Click the Forgot Password link.

![MyAccount – Forgot Password]

3. Enter your email address.
4. Click the Reset Password button.
Multi-Device Support

The UC App 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 App 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 App 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 also updated (that is, the contact is removed) in the other client.
Push Notifications for Calls

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

- This feature leverages support on the UC App Application 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, the UC App sends a Push Notification to the UC App client, which is presented to the user as either OS-specific visual notification or in the user interface of the UC App 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 iOS, 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 application also supports Push Notifications for new voice mail.
Other Features

*Firewalls and Network Address Translations*

The UC App 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*