Cox Business
UC App for iPhone
User Guide
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About the UC Apps for iPhone

The UC Apps for iPhone provides the following communication features:

- Voice Calling (Circuit Switched)
- Voice Calling through Data Connection (VoIP)
- Voice Calling (Call-Through) using the mobile phone line
- Instant Messaging and Presence (IM&P)
- Call Settings

**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 covers the following topics:

- How to install the UC Apps
- How to sign in to the UC Apps
- How to reset your password for the UC Apps

Install the UC Apps

The iPhone UC client can be downloaded from the Apple App Store. Use the following steps to download the UC Apps for iPhone Mobile app.

1. Open the Apple App Store on your iPhone.
2. In the Search field, enter Cox Business Unified Communications
3. Press the Install button.
4. Follow the prompts to download.
5. Press the Accept button and Agree and Continue button on the License Agreement screens.

Activate Unified Communications for IP Centrex Professional Seats

To use the Unified Communications (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 seat:

1. Log in to the MyAccount Portal.
   Result: The MyAccount Portal Home page opens.
2. On the MyAccount Portal Home page, scroll down to the **My Services** section and click the **Activate Unified Communications** icon. See Figure 1.

   **Result:** The Activate Unified Communications window opens. See Figure 2.

Alternatively, you can access the **Activate Unified Communications** window by performing the following steps:

a. Click the **Voice Settings** dropdown menu and select **VoiceManager Tools**. See Error! Reference source not found..

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

c. Click the **Activate Unified Communications** link in the User Management section.

   **Result:** The Activate Unified Communications window opens.
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 iPhone Mobile User Guide](image)

<table>
<thead>
<tr>
<th>Select All</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>555-293-4950</td>
<td>001-086052902</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>Walsh, Kevin</td>
<td>555-225-8301</td>
<td>001-086052902</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>Unassigned, Unassigned</td>
<td>555-225-8589</td>
<td>001-086052902</td>
<td>UC Activated</td>
</tr>
<tr>
<td></td>
<td>User, Howard</td>
<td>555-225-2536</td>
<td>001-086052902</td>
<td>Pending</td>
</tr>
<tr>
<td></td>
<td>Unassigned, Unassigned</td>
<td>555-449-8657</td>
<td>001-086052902</td>
<td>No UC</td>
</tr>
</tbody>
</table>

Your changes have been submitted and are being processed.
For updates, click “Refresh Status.”
**Sign In**

When you first launch the application, you are prompted to sign in with your username and password.

![Sign in screen](image)

1. Enter your MyAccount user name and password.
2. Tap the **Forgot password** link to reset your password.
3. Tap the **Show Password** box to see the password as you enter it in the field.
4. Tap the **Remember Password** box to avoid re-entering it upon subsequent launches.
5. Tap the **Sign In** button.

**Result:** The Chat window appears.

**Note:** Once you are signed in, the UC App does not prompt you again for the username and password until you sign out. The login is preserved even if the UC App is terminated or the device is restarted.
Reset Your Password

If you forget your password, follow the steps below to reset. If you forget your User ID, contact Cox Technical Support.

2. Enter your User ID if the field is not pre-populated.
3. Click the Forgot Password link.

Figure 5. MyAccount – Forgot Password

4. Enter your email address.
5. Click the Reset Password button.
The UC App Tabs

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

When you start the UC App for the first time, an empty Contacts tab displays. You can use the Search field to find people and add them to your Contacts list; or, if you have contacts in Outlook, a message may appear asking if you want the UC App to access your contacts (Figure 7). If you tap OK, the contacts will load automatically. If you tap Do Not Allow, you will need to add contacts manually.

![Contacts Tab](image)

The main view contains several tabs (located on the lower bar) that present information about the contacts and communications options.

![Access Contacts dialog](image)
Contacts Tab

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

- Add contacts
- Search for contacts
- Filter contacts displayed in the list
- Access contact information

Your list of Contacts can be categorized as “presence-enabled” and “non-presence-enabled.”

Any contact can be marked as a favorite and it appears at the top of the Contacts list in the Favorites section.

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be the UC App users or users from other systems such as Google Talk. Non-presence-enabled contacts can be phone numbers or conference numbers.

The iPhone UC App shows contact groups created from the Desktop or Tablet devices. The contacts groups cannot be created or edited from the iPhone client.
Add Contacts

As was stated in the previous section, when you sign in to the UC App for the first time, there are no contacts in your Contacts list. There are two ways to add new contacts:

- Tap the Add Contact icon in the top navigation bar.
- Use the directory search option from the Contacts tab.

Figure 9. Add Contact option and Add Contact details screen

Use the following steps to add a new contact.

1. Use one of the two methods shown above to access the Add Contact dialog.
2. Tap the field names you wish to populate and enter values for each.
3. Tap the Done link. By default, your presence information is always shared with a new contact if an XMPP address is provided.

Note: If you receive a contact request invitation, you can ignore or accept it. If you ignore the contact request, you can always share your presence information later by selecting Subscribe from the contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.
Add Conference
You may need to add a Conference to access recurring meetings quicker and easier.

Use the following steps to add a Conference.

1. Select *Add Conference* from the *same* plus icon in the navigation bar. See Figure 9.
2. Tap the fields you want to populate and enter the necessary values. *(Note: You can also add a conference number from directory search.)*
3. Tap the *Done* link.

Add iPhone Contact
Use the following steps to add an iPhone contact.

1. Tap the *Add Contact* icon + in the top navigation bar.
2. Tap the *Add iPhone Contact.*
   
   **Result:** The native Address Book appears.
3. Follow the prompts to add a new contact from your local iPhone address book.

Edit Contacts

![Edit Contacts](image)

*Edit opens the Contact Information dialog box where you can add, edit, or remove information.*

1. Tap any of the fields and make the necessary changes. When you have finished, tap the *Done* link.
2. *(Optional): Tap *Unsubscribe* to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select *Subscribe* to re-establish the presence relationship. An unsubscribed contact remains on your Contacts list and is always shown as “offline.”
3. *(Optional): Tap *Remove* to delete the contact from your Contacts list.*
Contact Card
The contact card displays information about a contact based on the type of the contact. This includes UC contacts, Local address book contacts, and contacts from directory search results.

You can initiate a call or chat session directly from the contact card. If the contact has an associated email address, you can send an email to the person when you launch the email client on your iPhone.

Filters
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.
- **iPhone Contacts** – Shows the contacts from your local phone book.
- **Directory** – Shows the contacts from a company directory (which requires a search).

Follow the steps below to view contacts in a specific category.

1. From the Contacts tab, tap the down arrow to the right of the UC App label in the top bar.
2. Tap the type of contact you want to view.

**Result:** A checkmark will appear at the right of the contact type and a list of contacts for the selected category will appear.
Sort and Display Order
The sort and display order for contacts is based on phone settings:

<table>
<thead>
<tr>
<th>If you're using…</th>
<th>Use this navigation path to sort contacts…</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS 9 and lower</td>
<td>Settings &gt; Mail, Contacts, Calendars &gt; Contacts</td>
</tr>
<tr>
<td>iOS 10</td>
<td>Settings &gt; Contacts</td>
</tr>
<tr>
<td>iOS 11</td>
<td>Settings &gt; Mail</td>
</tr>
</tbody>
</table>

The table below describes three ways in which a contact can be sorted.

<table>
<thead>
<tr>
<th>Display Order</th>
<th>Displays First name or Last name first</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort Order</td>
<td>Sorts by First name or Last name</td>
</tr>
<tr>
<td>Short Name</td>
<td>Displays the format of the name that is used in chat lists</td>
</tr>
</tbody>
</table>

**Note:** Short names are not supported on iOS 8. On iOS 8, the application will always use the full names for display in such lists.

iPhone Contacts
iPhone contacts are ordered in groups by the first letter of their display name. There is no further ordering within the group.

Search
The UC App supports searches in the UC App Contacts and Contact Directories (in a separate input field) in the Contacts tab. The results of the search are defined by the type of search filter you select (All, Online, iPhone Contacts or Directory). See Filters for more information.

In addition to results from the company directory, the search is also performed in other search sources, such as:

- User’s Personal Phone List
- Group’s Common Phone List
- Company’s Common Phone List

An enhanced search is applied to both the UC App Contacts and Contact Directories when the search is initiated by a user or when an incoming call is received. (Note: The application performs a search for the display name that corresponds to the caller’s number.)
Call Tab

The Call tab enables you to dial a number and place a call, pull a call and retrieve a call.
Figure 12. **Call tab**

Use the following steps to place a call from the Call tab.

1. Tap the Call tab to open the dial pad and enter your phone number.

2. There are two icons below the dial pad: call and call menu .

   1. Tap to place the call after you enter the phone number.

   Tap to “pull” a call or retrieve a call from another telephone line. See

**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.”

**Initiate Conference Call**

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

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

2. When the call becomes active, tap the menu icon in the lower right corner of the dial window.

   **Result:** A sub-menu appears.

3. Tap the Conference option.

   **Result:** A new screen appears on your phone.

4. Tap the Add Participant icon . See Figure 27.

**Figure 13. Initiate a Conference Call**
5. Locate the person to whom you wish to join the conference from the Contacts list, Call History list, or tap the dial pad icon to dial the phone number directly.

6. When the call becomes conferenced, the screen changes to display the names of the participants on the call and presents additional calling options (see Figure 29).

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

**Note:** You may add up to 14 other participants for a total of 15, including yourself.
1. Call Pull *Error! Reference source not found.* for more information.

- The top of the dial pad has a delete button \(\times\) that you can use to remove one character at a time.

- A badge notification \(\text{INFO}\) appears on the dial tab when there is a message(s) in the voice mail box. Press and hold “1” on the dial pad to access your voice mail box.
Chat Tab

Users can initiate a chat session using one of two methods:

- From the Contacts 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 an 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 bottom of the Chat History list.

Figure 15. Chat Notification Badge

When the chat opens, the name of the person sending the chat appears, along with their availability icon. The messages you receive are displayed in an orange background and your messages appear on a white background.

You can add an emoticon to a message by selecting it from the “keyboard.” See (Add contact) Chat tab.

When you clear the history, the chat history is removed from the view, but the chat view remains open if you want to continue chatting. If you navigate back to the chat list, the specific chat entry is removed from the list because there is no chat history associated with it.
See below for more information about the Chat tab.

- If two people chat multiple times, their discussions appear as one item in the chat list.
- When you tap a name from the chat list, the Chat view (IM view) opens and you can enter new messages. Old messages are also displayed.
- 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 displayed in a list of recent chats since the last login. The newest one is always at the top. Chats are not in alphabetical order and are always listed with the most recent first.
- When you tap the menu button (…) in the top right corner of the screen, you can select from two options: **Start Group Chat** and **Mark All Read**. The Mark All Read option removes all notification badges from the Chat History list. See the next page for instructions on how to start a group chat.)
Start Group Chat

You can start a group chat using one of the following three methods:

- In a single chat session, tap the Add Participant icon and select the person you want to include.
- Tap the menu button (・・・) in the top right corner of the screen and select Start Group Chat.
- From the Chat History list, tap a group communication entry.

Use the following steps to start a group chat in the Chat tab.

1. From the Chat tab, determine the contacts with whom you want to chat.
2. Enter your message.
   **Result:** The message will be seen by everyone in the group.

![Add contact Chat tab](image)

See below for more information about the Chat tab.

- When you initiate a group chat, the Chat screen opens. You can add people to the chat using the add participant icon 👥. Anyone in the group chat can add participants; however, participants cannot be removed.
- A group chat works similarly to a “single” chat. All messages from anyone are sent to everyone else; and all contacts need to be online to participate in the chat.
- The group chat is saved in the Chat History and is available to view later in the Chat tab.
- You can leave a group chat when you tap the Leave chat option. The chat is marked as “offline,” and you will no longer receive messages from the chat. When you tap the “offline” chat, you re-join the room and start receiving messages; however, you will not see the messages that were sent in the chat while you were away.
- The Clear History menu item works the same way as the corresponding option in a singular chat.
- The View Participants button opens a dialog that shows the list of participants in the group chat.
Call History Tab

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

Use the following step to view your calls.

1. Tap the History icon 📞 in the lower right corner of the Contacts tab.

   **Result:** A list of All calls appears. **(Note:** Tap the Missed button to view that specific type of call.)

   ![Chat History tab](image)

   - An arrow appears to the left of each call which indicates the type of call—incoming, outgoing, or missed.
   - An arrow pointed to the number represents an incoming call. An arrow pointed away from the number represents an outgoing call. If the call is in red, it indicates a missed call.
   - It also shows the name, number, Unavailable status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.
Main Menu

This section describes the options shown on the Main menu and instructs you on how to configure UC App settings.

The Main Menu contains the following items:

- My Status (blue bar)
- Call Settings
- Error! Not a valid result for table.
- About
- Help Page
- Sign Out

Details for each topic will be reviewed later in this manual. For quicker access to each section, click the bulleted item and you will be taken directly.

Figure 19. Main Menu
My Status

The top of the Main Menu is the My Status section. Here, you can insert a picture (or other image) you want contacts to see, a message, and your Availability.

Figure 20. My Status Screen

Set Avatar and Status

Your avatar is an image or photo that represents you in your friends’ Contacts list and in chat screens. If you do not currently have or want to use a photo or other image, the app will display your initials. However, if you want to add an avatar, follow the steps below.

1. Tap the circle that contains your initials.
   Result: The Change Profile Photo dialog box appears.

2. Choose which action you want to do. You can tap the link to take a new photo, choose an existing photo, or clear your photo.

3. Follow the prompts based on the option you select.

4. Tap the Cancel link to exit the screen.
Figure 21. **Change Profile Photo**
**Availability**

Use the Status Message line to inform your contacts about or enter another comment. It will appear in the area below your avatar.

1. Tap the text that asks, “What’s on your mind?” and type a message.
   
   **Result:** Your contacts will see your message, as shown in Figure 20.

The Availability feature enables Contacts to see the status of each other’s presence.

**Note:** 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, try logging out and then logging back in to reestablish XMPP connectivity. If chat is still unavailable, contact your service provider.

The table below describes the colors you see next to a contact’s chat status.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Available icon]</td>
<td>Available: The user is online and can chat.</td>
</tr>
<tr>
<td>![Away icon]</td>
<td>Away: The user is online, but has been idle or away from their phone for more than 10 minutes.</td>
</tr>
<tr>
<td>![Busy icon]</td>
<td>Busy: The user is busy and does not want to be disturbed.</td>
</tr>
<tr>
<td>![Offline icon]</td>
<td>Offline: The user is offline and may only be reached by a phone call or email.</td>
</tr>
</tbody>
</table>

The availability update is only triggered by appointments and meetings that you initiate or accept.

**Notes:** All-day meetings do not trigger to a Busy – In Meeting status change.

- The 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 status change in one device is recognized in another. If the contact blocks the invitation, then there are presence notifications sent from the server to all the user’s devices (that have the UC App) indicating that the subscription was terminated. This information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.

Use the following steps to set your availability.

1. Tap the menu icon ☰ 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.

3. Tap the status checkbox to change your presence.
Instant Messaging

This section provides helpful information about the Instant Message feature in the UC App for iPhone. See the bullets below for details.

- The UC App displays the list of recent chats since your last login. If you chat with another contact multiple times, your discussions appear as one item in the list.
- When you tap the name, the chat view opens and new messages can be typed. 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 ones are always at the top. Chats are not in alphabetical order. Instead, they are listed with the most recent first.
- Tap the menu button in the navigation bar to view the Start Group Chat options.
Start a Chat

Start a chat using one of the following methods:

- From the Contacts list, tap a contact to open the contact card; and choose the chat bubble icon to start a chat.
- In the Chat History list, tap a Chat History entry to start a chat.

When you initiate a chat, the Chat screen opens. You can chat with a contact 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 on the top of Chat History list.

When the chat screen appears, the name of the recipient is on the top bar and there is an availability icon flag to the left of the name. The recipient messages are presented in an orange background and the initiator’s messages are presented in a white background.

An emoticon can be added to a message by typing the corresponding character code or by selecting a smiley icon. The image displays with its character code in the input text and 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.

If you use the Clear History function, the chat history is removed from the view, but the chat view remains open if you want to continue chatting. If you navigate back to the chat list, the specific chat entry is removed from the list because there is no chat history associated with it.

Chat invitations are sent to all Cox-supported devices that a UC user may have. Before the session is accepted, messages are sent to the devices, and once answered, the chat messages go to the device that sent a reply message.

When you remove a contact from a contact list in one device, the contact is removed in another client, too.
Group Chat

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon 🔄 to escalate from a single to a group chat.
- From the Chat tab, tap the menu icon ☰ to select the Start Group Chat. Tap the radio button to the left of the contact’s name you want to include in the chat.
- In the Chat History list, tap a group communication entry to start a group chat.

A group chat works the same way as a one-on-one chat. Everyone can see messages if they are not sent to a single person.

When you initiate a group chat, the Chat screen opens. Anyone in the group chat can add participants. However, you may not remove participants.

All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

A group Chat History is saved and is available to view later in the Chat tab.

You can leave a group chat when you select the Leave Chat option. The chat is marked as “offline” and you can no longer receive messages from the chat. Note: When you tap “offline,” you re-join the room and can receive messages. However, you cannot see messages that were sent in the chat while you were offline.

The Clear History menu item works the same way as the one-on-one chat and removes the local history.

The View Participants button opens a dialog that shows the list of participants in the group chat.
Audio Calls

The Call menu contains three options:

- Voice over Internet Protocol (VoIP) Mode
- Pull Call
- Retrieve Call

VoIP Calling Mode

The UC Mobile App supports an option that allows you to switch between VoIP and Mobile calling modes.

- VoIP calls use WiFi or a carrier’s data network.

**Mobile calls use the carrier’s circuit-switched network. Mobile calls leverage Anywhere or Mobility to present the business identity of the user. For more information, see section Message Waiting Indicator**

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

Checking Voice Mail

To check voice mail on your iPhone, press and hold “1” on the key pad.

- Business Line Call Through on page 36.

You can switch between VoIP and Mobile through the Dial Pad menu. An indication of the currently selected mode is displayed on the Dial pad.

- VoIP Mode On:
  - Outgoing and incoming calls use VoIP over WiFi or data network.
  - Anywhere or Mobility* location for the device is disabled.

- VoIP Mode Off:
  - Outgoing and incoming calls use the mobile circuit-switched network.
  - Anywhere or Mobility* location for the device is enabled. Outgoing calls are performed with Call-Through. Incoming calls are delivered via the Anywhere or Mobility location.

VoIP calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable VoIP calls over the carrier data network (3G, 4G, or LTE) if needed. You can manage this behavior in Call Settings → VoIP Calls. There are two options:

- WiFi only: VoIP calls are only allowed through a WiFi connection.
• All Networks: VoIP calls are only allowed on any data network.
**Make Calls**

Make a call using one of the following methods:

- Choose a contact from the contact list and tap on the headset icon.
- From search results, open a contact card and tap on the headset icon.
- Open the dial pad, enter a phone number, and tap the Call button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon.

**Answer Call**

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: **Accept** and **Decline**. If you decline the call, it causes the line to sound busy at the caller’s end and they know that you rejected the call.

If you are in the middle of a VoIP call and receive an incoming cellular call, the VoIP call is put on hold.

If the iOS device (iPhone or iPad) is locked and there is an incoming VoIP call, a notification appears on the locked screen, accompanied with an alert sound and vibration.

If the device is in silent mode, the UC App notification is accompanied by multiple vibrations. Vibrations are played until the call is answered locally, answered on another location, or redirected to voice mail or another number, or after a predefined timeout.

The incoming call ring volume when the application is in background is controlled by the Ringer volume when the phone is unlocked. The volume of the incoming call ring when the application is in foreground is controlled only during active alerting of an incoming call.
**CallKit**

Starting with iOS 10, the UC App supports integration with the iPhone UI using the CallKit Framework. This integration enables the functionality described in the following subsections.

**Answer Incoming VoIP Call on Locked Screen**

See the bullets below for information on what you can do to answer an incoming data connection call on a locked screen.

- When you receive an incoming VoIP call and the device is locked, iOS shows the native caller ID, avatar, and the “Unify Audio” label.
- Slide the device lock to establish the call with no additional interaction required. This means you are not required to enter the device unlock code. See Figure 25.

Figure 25. The UC App Incoming Call Screen and Passcode screen

- You can perform basic mid-call control functions from the main screen. For advanced mid-call control functionality, you must activate the application by tapping the application button on the main screen. **(Note:** You will then be required to enter the device lock code, if it is set.)
- Incoming calls are always accepted as audio.
- If you do not want to accept the call, tap the power button once to silence the call, and twice to reject it.
Answer Incoming VoIP Call on Unlocked Screen

When you receive an incoming VoIP call while the device is unlocked and the application is either in the foreground or background, you are notified on the iOS screen. The call will display the caller ID, avatar, and the “Unify Audio” label.

You can answer the call when you tap the Accept button, which opens the application in call screen. See Figure 26.

Figure 26. Accept/Decline The UC App Call

Receive Second Incoming Call (Call Waiting)

When you receive an incoming circuit switched (CS) call during an active VoIP call, you are notified on the iOS screen. You will see the caller ID and avatar of the new calling party. You may hold the current call and answer, or end the current call and answer (or decline the call, which will send it to voicemail.) When you accept the new call, the previous call is put on hold. You then may swap between the calls or end one or both.

The same behavior applies when you receive an incoming VoIP call during a CS call, or when you receive a second VoIP call.

Integration with Native Contacts and Call History

VoIP calls made using the UC App display in the call history screen as “Recent.” When you tap the call entry in this screen, you will initiate the call.
The UC App calls can also be dialed directly from the contact profile of an address book entry. Press the call button in a contact profile to open a list of calling options (which includes the UC App).

If the last call to a contact has been handled by the UC App, the call button in the profile changes to “Unify”.
The UC App In Call Actions

Figure 27. In Call Screen(s)

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

- End a call
- Mute the microphone
- Enable / Disable Speaker
- Open the key pad
- Adjust the volume
- Place a call on hold
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

Missed Calls and New Messages

Notifications of missed calls or new messages are flagged with “badges” on the tab icons.
Setting Up Voice Mail
For your reference, use the following steps to set up your voice mail.

1. From your desk phone or UC App, dial your business number or *86.
2. Enter the temporary PIN, “269266” and press #.
3. Select your default language.
4. Set a new PIN (4-8 digits) for your account and press #.
5. Record your name.
6. Record a greeting or select the default system greeting.

Message Waiting Indicator
If you have pending voice mail messages, a badge displays on the Call tab icon that indicates the number of messages.

Checking Voice Mail
To check voice mail on your iPhone, press and hold “1” on the key pad.

Business Line Call Through
See the Dialing Service section on page 47 for information about Business Line Call Through.

Mid-Call Controls for Circuit-switched Business Calls

Note: The following functionality is only available for the iOS platform.

The UC App for mobile provides mid-call control services for business circuit-switched calls. This functionality is available for:

- Call Through calls that are initiated from the the UC App client through the native phone dialer.
- Incoming circuit-switch calls that are delivered to the mobile phone via Anywhere, Mobility, or Remote Office location.

Supported mid-call control services are:

- **Hold / Resume**: For more than one call, this functionality requires Call Control to be turned on for the location.
- **Transfer**
- **Swap**: Requires Call Control to be turned on for the location.
- **End call**
After initiating a Call Through call or after receiving a business circuit-switched call, you can return to the main screen and launch the UC App to the foreground. By doing so, the application will display a Mid-Call Control screen to manage the call.

The UC App for iPhone will display a notification for Call Through outgoing calls when the remote party answers the call. Tap the notification to return to the UC App screen and control the call.

**Contact Name Lookup for Incoming Calls and Call Logs**

When you receive a call, The UC App searches for the name in the following sources and in the following order:

1. XMPP contact name
2. company directories
3. iPhone Contact
4. P- Identifier header (SIP)
5. From header (SIP)

If the number matches one of the contacts, the name displays on the call screen.

**Call Waiting**

You can have one active call at a time if you receive and accept an incoming call. Your active call will be placed on hold and you can toggle between the two calls through the Hold and Unhold buttons.

**New Call**

From the UC App, you can start a new call while on an active call.

Use the steps below to start a new call while on an active call.

1. Establish a call with a remote party.
2. Tap the **new call** button to initiate the second call.
3. Select a contact and then choose a number.

**Result:** After the new call is established, the first call is put on hold. You can also **swap** the two calls or to merge them to a conference call.
Call Transfer

The UC App for iPhone allows you to transfer VoIP calls to another party through an Attended Transfer, also known as a “warm transfer” or Unattended Transfer, also known as a “blind transfer.”

Use the steps below to transfer a call through the attended or unattended mode.

Attended Transfer

1. Select a contact then choose a number.
2. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Complete button.

Unattended Transfer

1. Select a contact and then choose a number.
2. Select the Transfer option and the transfer is completed.
**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.”](image)

**Initiate Conference Call**

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

3. Initiate a call using one of the methods described in the *Make Calls* section of this user guide.
4. When the call becomes active, tap the menu icon in the lower right corner of the dial window.
   
   **Result:** A sub-menu appears.
5. Tap the **Conference** option.
   
   **Result:** A new screen appears on your phone.
6. Tap the **Add Participant** icon. See Figure 27.

**Figure 28. Initiate a Conference Call**
7. Locate the person to whom you wish to join the conference from the Contacts list, Call History list, or tap the dial pad icon to dial the phone number directly.

8. When the call becomes conferenced, the screen changes to display the names of the participants on the call and presents additional calling options (see Figure 29).

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

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

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**Figure 29. In Conference Calling Options**

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**Call Pull**

Call Pull can be used when you have two “endpoints;” e.g., a VoIP desk phone and a mobile phone with the UC App installed. If you have an active call on the desk phone, you can transfer to your mobile phone seamlessly with the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

**Note:** Call Pull is not possible when there is an active circuit-switched call on the iPhone, regardless if the circuit-switched call is mobile (personal) or business. Call Pull requires initiating a VoIP call and iPhone initiating a VoIP call during a circuit-switched call.
Use the following steps to Pull or Retrieve a Call.

1. From your iPhone key pad, tap the menu icon in the lower right of the screen and tap **Pull Call**.

**Call Park**

The Call Park feature is especially beneficial for businesses with shared environments—where one person can answer a phone call, park it (put it on hold), walk away from the phone, and resume the call from another phone in a different location.

Call Retrieval works similarly to a parked call. It can be retrieved from your own extension number or another number’s extension. This provides flexibility for the person who picks up the parked call.

If the call is not retrieved in a pre-determined amount of time, then the call rings back to the person who parked the call.

**Bluetooth Support**

You can make calls from a compatible Bluetooth headset. The list below displays headsets that have been tested; however, other Bluetooth devices should also work.
• Voyager Pro UC
• Savi 700 series
• Blackwire C3xx, C4xx, C5xx, and C7xx
• Calisto 620
• Audio 628USB

The UC App allows you to mute and control the volume from the Bluetooth headset; however, you must answer and hang up the call through the application.
Call Settings and Preferences

The UC App main menu comprises the following menu options:

- My Status (in blue panel)
- Call Settings
- Preferences
- About
- Help
- Sign Out

Figure 31. Main Menu
My Status

The top panel in the UC App main menu contains a blue bar, and it is here that you can set your availability status, image/picture (avatar), and personal message.

Note: Availability can also be referred to as presence status, which was the term used in previous versions of the UC App.

Use the following steps to configure your status panel.

1. Tap the UC App main menu icon  and tap the blue bar.
   Result: The Status panel appears.

2. Tap your initials in the circle.
   Result: A dialog box appears where you can browse and select an image or picture, known as an avatar. This image represents you in your and your Contacts’ lists and in chat screens. If you want to use a picture of yourself, but don't have an existing one, take a photo from your phone and upload as prompted.

3. Tap the area next to the avatar and enter a status message. This status text is shown in your friends’ Contacts lists.

   Figure 32. Availability Status screen

   Note: If you see the error message “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and availability; however, you can still make calls. If this happens, contact your service provider.
## Call Settings

The UC App supports multiple calling features that are shown in Figure 33. You can configure each feature as your business dictates.

See the following sub-sections for instructions on how to set each one.

<table>
<thead>
<tr>
<th>Call Settings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CALL OPTIONS</strong></td>
<td></td>
</tr>
<tr>
<td>Block My Caller ID</td>
<td>Off</td>
</tr>
<tr>
<td>Dialing Service</td>
<td>Always Ask</td>
</tr>
<tr>
<td>iPhone Number</td>
<td>(404) 441-4440</td>
</tr>
<tr>
<td><strong>CALL FORWARDING</strong></td>
<td></td>
</tr>
<tr>
<td>When Not Reachable</td>
<td>Off</td>
</tr>
<tr>
<td>When Busy</td>
<td>Off</td>
</tr>
<tr>
<td>Always</td>
<td>Off</td>
</tr>
<tr>
<td>When No Answer</td>
<td>Off</td>
</tr>
<tr>
<td><strong>Do Not Disturb</strong></td>
<td>Off</td>
</tr>
<tr>
<td><strong>INCOMING CALLS</strong></td>
<td></td>
</tr>
<tr>
<td>Simultaneous Ring</td>
<td>Off</td>
</tr>
<tr>
<td><strong>COX BUSINESS</strong></td>
<td></td>
</tr>
<tr>
<td>Cox Business Anywhere</td>
<td>Off</td>
</tr>
<tr>
<td>Remote Office</td>
<td>Off</td>
</tr>
</tbody>
</table>
Block My Caller ID

This feature allows you to prevent your name and number from being displayed on outgoing.

Use the following steps to activate the Block My Caller ID feature.

1. From the UC App main screen, tap the menu icon in the upper left corner. 
   Result: The UC App main menu appears.
2. Tap the Settings link.
3. Tap the Block My Caller ID feature.
4. Swipe the Active switch to the right.
   Result: The switch turns to green.
5. Tap the Save link.
   Result: The feature is active. To deactivate it, swipe the Active switch to the left.
Dialing Service

The Dialing Service feature in the UC App offers two modes you may use to make a phone call: Data Connection and Call Through. For your convenience, the table below contains descriptions of each mode and provides scenarios to help you understand when you would want to use one method over another.

<table>
<thead>
<tr>
<th>Figure 35. Dialing Service options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Connection Call dials anywhere you have a data connection, WiFi or LTE (4G).</td>
</tr>
<tr>
<td><strong>Scenario:</strong> You don’t have optimal “call phone” coverage, but you do have a strong data connection. <strong>Note:</strong> Tablets must use this method because they do not have cellular voice service.</td>
</tr>
<tr>
<td><strong>Call Through</strong> is also a cellular phone call type whereby the switch dials the second number immediately.</td>
</tr>
<tr>
<td>The person you call will see the Cox Business caller ID, not the caller ID of your cell phone.</td>
</tr>
<tr>
<td><strong>Scenario:</strong> You want to avoid using any data on your cellular plan.</td>
</tr>
<tr>
<td><strong>Note:</strong> If you use the Call Through mode, you must enter your mobile device’s phone number in the <strong>iPhone Number</strong> field. It must also match the number configured in Mobility or Anywhere.</td>
</tr>
</tbody>
</table>

Use the following steps to set your call type.

<table>
<thead>
<tr>
<th>Figure 36. Dialing Service configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Data Connection Call</strong></td>
</tr>
<tr>
<td><strong>Call Through</strong></td>
</tr>
<tr>
<td><strong>Always Ask</strong></td>
</tr>
</tbody>
</table>
Use the following steps to set your outgoing calling mode.

**Note:** When you select the calling mode, the UC App will use it for all outgoing calls. If you want to choose a mode before you place a call, select **Always Ask**.

1. From the UC App main screen, tap the menu icon in the upper left corner. **Result:** The UC App main menu appears.
2. Tap the **Settings** link.
3. Tap the text to the right of the **Dialing Service** option. **Result:** The Dialing Service configuration screen appears.
   - Tap the **Data Connection Call** option to make phone calls if you don’t have optimal “call phone” coverage, but you do have a strong data connection.
   - Tap the **Call Through** mode if you want to avoid using any data on your cellular plan. Call Through allows the switch to pass the call directly from your phone to the recipient’s number without intervention.
   - Tap **Always Ask** if you want the UC App to prompt you to select a mode before you place a call.

### iPhone Number

The UC App needs the iPhone number* of your device to enable features such as Dialing Service, Anywhere, and Remote Office. Without it, the Cox Business voice switch will be unable to confirm a match between the number used with the Anywhere or Remote Office features and your iPhone number. **(Important:** When you configure your iPhone number in the UC App, enter the area code and phone number only. Do not put a “1” in front of the area code. It will incur an error.)

**Figure 37.** iPhone Number

1. From the UC App main screen, tap the menu icon in the upper left corner. **Result:** The UC App main menu appears.
2. Tap the **Settings** link.
3. Tap the **iPhone Number** field and enter the number of your device.

**Call Forwarding**

You can set your phone to forward incoming calls *always, when busy, when you can’t answer, and when you are not reachable.*

*Figure 38. Call Forwarding options*

<table>
<thead>
<tr>
<th>CALL FORWARDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>When Not Reachable: Off</td>
</tr>
<tr>
<td>When Busy: Off</td>
</tr>
<tr>
<td>Always: Off</td>
</tr>
<tr>
<td>When No Answer: Off</td>
</tr>
</tbody>
</table>

Use the following steps to configure each Call Forwarding type.

*Figure 39. Call Forward When Not Reachable*

1. From the UC App main screen, tap the menu icon 📞 in the upper left corner.  
**Result:** The UC App main menu appears.
2. Tap the **Settings** link.
3. Tap the **When Not Reachable** link.
4. Swipe the **Active** switch to the right.
5. Enter the number to which you want incoming calls to ring when you are not able to answer the phone.
6. Tap the **Save** link.

*Figure 40. Call Forward When Busy*

1. From the UC App main screen, tap the menu icon 📞 in the upper left corner.  
**Result:** The UC App main menu appears.
2. Tap the **Settings** link.
3. Tap the **When Busy** link.
4. Swipe the **Active** switch to the right.
5. Enter the number to which you want incoming calls to ring when you are engaged in an active call.
6. Tap the **Save** link.
Figure 41. **Call Forward Always**

1. From the UC App main screen, tap the menu icon in the upper left corner.
   **Result**: The UC App main menu appears.

2. Tap the **Settings** link.

3. Tap the **Always** link.

4. Swipe the **Active** switch to the right.

5. In the **Forward to #** field, enter the number to which you want all incoming calls to ring.

6. Swipe the **Ring Splash** switch to the right if you want your phone to alert you when you receive an incoming call.

7. Tap the **Save** link.

---

Figure 42. **Call Forward When No Answer**

1. From the UC App main screen, tap the menu icon in the upper left corner.
   **Result**: The UC App main menu appears.

2. Tap the **Settings** link.

3. Tap the **When No Answer** link.

4. Swipe the **Active** switch to the right.

5. In the **Forward to #** field, enter the number to which you want incoming calls to ring if you are unable to answer your phone.

6. Tap the **Number of Rings** link and choose the number of rings you want the caller to hear before the call is sent to the forwarded 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 your voice mail.

1. From the UC App main screen, tap the menu icon in the upper left corner.  
   Result: The UC App main menu appears.
2. Tap the Settings link.
3. Tap the Do Not Disturb link.
4. Swipe the Active switch to the right.
5. Swipe the Ring Splash switch to the right if you want your phone to alert you when you receive an incoming call.
6. Tap the Save link.
**Simultaneous Ring**

The Simultaneous Ring feature allows the UC App to ring multiple phone numbers when you receive an incoming call. This is especially beneficial for on-the-go users who have multiple devices.

Use the following steps to configure the Simultaneous Ring feature.

1. From the UC App main screen, tap the **menu icon** in the upper left corner.  
   **Result:** The UC App main menu appears.
2. Tap the **Settings** link.
3. Tap the **Simultaneous Ring** link.
4. Swipe the **Active** switch to the right.
5. Swipe the **Ring If On Call** switch to the right if you want your phone to alert you to an incoming call while you are engaged in an active call.
6. Tap the **Add Location** link.  
   **Result:** The **Add Location** screen appears.
7. Enter the **phone number** you want to ring and a description of the number; e.g., home office.
8. Swipe the Active switch to the right if you want to enable the phone number to ring at the next incoming call.

9. Switch the Call Control switch to the right if you want to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

10. Switch the Prevent Diverting Calls switch to the right if you want to stop a call from going to voice mail.

11. Switch the Answer Confirmation switch to the right to receive a separate audio prompt when answering a call from that number (location). **Note:** This can be useful in cases where mobile numbers are being used to prevent incoming calls from going to mobile voice mail, since the call will be ended without going to voice mail if the answer confirmation is not provided.

12. Tap the Save link.

   **Result:** The number will appear on the Simultaneous Ring screen.

13. Repeat steps 6-12 to add more phone numbers.
Anywhere

The Anywhere feature simplifies communications for on-the-go and remote users by extending the features of a desk phone to other fixed or mobile devices, regardless of the network or handset manufacturer. Anywhere affords voice call continuity because you can move live calls from one device to another without hanging up.

Important: Anywhere and Mobility are offered as the UC App features; however, Mobility will eventually be phased out and no longer available. It is recommended that the Anywhere feature be used, as it offers the same capabilities and enhanced functionality.

Figure 45. Anywhere

Use the following steps to configure the Simultaneous Ring feature.

1. From the UC App main screen, tap the menu icon in the upper left corner.
   Result: The UC App main menu appears.

2. Tap the Settings link.

3. Tap the Cox Business Anywhere link.

4. Tap the Add Location link.
   Result: The Add Location screen appears.

5. Enter the phone number you want to ring and a description of the number; e.g., home office.

6. Tap Active to enable the phone number to ring at the next incoming call.

7. Tap Call Control to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

8. Tap Prevent Diverting Calls to stop a call from going to voice mail.
9. Tap Answer Confirmation to receive a separate audio prompt when answering a call from that number (location). Note: This can be useful in cases where mobile numbers are being used to prevent incoming calls from going to mobile voice mail, since the call will be ended without going to voice mail if the answer confirmation is not provided.

10. Tap the Save link.
   Result: The number will appear on the Cox Business Anywhere screen.

11. Repeat steps 4-10 to add more phone numbers.

12. Tap Alert All Locations to activate parallel ringing of all added devices.

13. To remove a number from the Anywhere feature, tap the number on the Cox Business Anywhere screen and tap the Delete Location link.

Remote Office
The Remote Office feature allows you to configure 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 46. Remote Office

1. From the UC App main screen, tap the menu icon in the upper left corner.
   Result: The UC App main menu appears.

2. Tap the Settings link.

3. Tap the Remote Office link.

4. Tap Active.

5. Enter the phone number you want to use as your Remote Office number.

6. Tap the Save link.
   Result: The number appears in the Remote Office screen.
Preferences

The UC App has two menus for Preferences. You can access one on the Sign In screen before you log in and the other when on the main screen after you log in. Each menu has different options, as shown in Figure 47 and Figure 48.

Descriptions for each option are provided for your reference below.

Figure 47. Preferences menu from Sign In screen

Figure 48. Preferences options

Use the following steps to access the Preferences menu option in the app.

1. Tap the UC App on your iPhone.
   
   Result: The Sign In screen appears.

2. Tap the Settings icon in the lower right corner.
   
   Result: The Preferences menu appears.

3. Configure the settings*, as necessary.

   - *Language: Tap to select the language you want the UC App to present. Important: The UC App is only available in English.
   
   - Help: Tap to open the UC App for iPhone User Guide online.
• **About**: Tap to view brief informational text about the UC App, version of the app, copyright information, website URL, app ID, and build version. The License sub-view contains the End User License Agreement. Finally, the Legal Notices sub-view contains third parties used by the UC App.

• **Troubleshooting**: Tap the Troubleshooting option if you encounter issues with the UC App. The app collects and sends diagnostic information to Cox Business Technical Support so they can identify the issue. The information sent includes diagnostic logs from the application and media engine.

Troubleshooting diagnostics:

• **Console logging** – Option for getting logs in a development environment. The device should be connected to a PC/MAC and the logs to appear 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** – Sends crash logs to crash report.

• **Display Diagnostic Info in Calls** – Displays information about ongoing calls like the codec type.

**About**

Tap the **About** link to access the following information:

• Info – The Info view contains short info 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 to which the UC App engages.

**Help Page**

Tap the **Help** link to access the UC App for iPhone User Guide online.

**Sign Out**

Tap the **Sign Out** link at the bottom Settings screen to exit the app.
Use the following steps to access the Preferences menu option in the app.

1. From the UC App main screen, tap the menu icon in the upper left corner.
   **Result:** The UC App main menu appears.

2. Tap the Preferences link.
   **Result:** The Preferences menu appears.

3. Configure the settings*, as necessary.
   - *Language*: The UC App is only available in English.
   - **Remember password**: Swipe the switch to the right to avoid having to enter your password on subsequent launches.
   - **Troubleshooting**: Tap the Troubleshooting option to configure the logs you want to capture if you encounter issues with the UC App. The app collects and sends diagnostic information to Cox Business Technical Support so they can identify the issue. The information sent comprises the application and media engine diagnostic logs.
   - **Caller ID Lookup**: Swipe the switch to the right if you want the UC App to search for a match for an incoming call number. The UC App will reference your contact list, local address book, and company directory. **Note:** You may need to adjust this setting for “local address search” to improve the performance of the app.
The UC App and iPhone Settings

From your iPhone, go to Settings and configure the UC App to allow the following functions:

- Contacts
- Microphone
- Camera
- Notifications
- Cellular Data

**Note:** It is recommended that the UC App have access to all listed resources.

You can configure the type of notifications you want with the UC App, such as:

- Allow Notifications
- Show in Notification Center
- Sounds
- Badge App Icon
- Show on Lock Screen

**Note:** It is recommended that you enable the items listed above. In addition, it is recommended to select “Alerts” in the Alert style when unlocked option.
Push Notifications

Push Notifications for Incoming Calls
The UC App supports Push Notifications for Incoming Calls to alert you about incoming calls and accepting Voice over Internet Protocol (VoIP) calls.

- During an incoming call, a push notification is sent to the app which appears as either a platform-specific visual notification or in the app’s graphical user interface (GUI).
- From a user experience perspective, accepting a call works in the same way for both push-enabled apps and non-push-enabled apps.
- On iOS, when the app is in the background, the call appears with an iOS-specific local notification (alert or banner). When the app is in the foreground, the call appears with an iOS-specific Incoming Call screen with Answer and Decline buttons.
- Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to a user. The SIP registration is performed only when the user initiates a VoIP call.

Push Notifications for Chat Messages
The UC App supports Push Notifications for Chat Messages, too, so you will receive an alert about incoming messages and chat invitations.

- When a new message arrives, a push notification is sent to the app which appears as either a platform-specific visual notification or in the app’s graphical user interface (GUI).

Push Notifications display when:

- One-on-one messages are sent. Push notifications for incoming calls and one-on-one messages are received even if the client application is not running if you have signed in and registered for push notifications before the application is removed from memory.
- You receive a request to approve guest invitations. Push notifications to approve Guest Client invitations require the client application to be running either in the background or foreground.

Note: The application icon badge for unread conversations is updated only if the application is running in the background.

Push notifications can be sent when the application is not running. You can remove the app from memory by swiping the app’s icon. This will prevent the app from running in the background.
Multi Device Support

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

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices; and once answered, the chat messages go to the device that sent a reply message.

- Retrieving one’s own presence notification when another client updates the user’s presence. The 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, then there are presence notifications sent from the server to all user’s clients indicating that the subscription was terminated. This information is shown to the user. If the 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 contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

Message History and Message Read Status Synchronization

Message history is retrieved and synchronized on all devices. This includes all received and sent messages, even if a specific user device is not online when a message is received or sent.

Message history is retrieved when the mobile app is brought from the background to the foreground, or during certain time periods when receiving messages in the background.

**Note:** Received messages are immediately available on all logged clients, while sent messages are synchronized when the message history is retrieved from the server.

- Messages read status is also synchronized when a message is read on another device and unread message counts are appropriately updated on badges.

**Note:** The application icon badge for unread messages is updated only if the application is running in the background.

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