

## Main Screen

Tab	Label	What can you do here?
	Contacts	View, add, edit, and delete contacts.
	Call	Call any phone number. A long press on the "1" calls your voicemail.
	Chat	Exchange instant messages with other users.
	History	Review all inbound and outbound calls.
	My Room	Join your personal collaboration room.

## Manage Contacts

Tap the dropdown menu at the top of the **Contacts** tab to filter your contact list:

- **UCx Contacts:** Contacts on your UCx Contacts list. These can be filtered to show *All* or *Online* contacts.
- **Local Address Book:** Contacts stored in your iPhone device's address book.
- **Directory:** Contacts in your company's corporate directory.

### Add a Contact from the Corporate Directory

1. Tap the **Contacts** tab. Tap the dropdown menu and select **Directory**.
2. Input three or more letters to search by name, tap next to the user you wish to add to your contacts. The user's contact card opens.
3. Tap the + button next to *Add to Contacts* or *Add to Local Contacts*.
4. The new contact is added to your selected contact list.

### Manually Add a Contact

Note: Features such as chat, presence, and video calling may be unavailable for contacts outside of your company. You can still use UCx to place audio-only calls to them.

1. Tap the **Contacts** tab. Tap the + button at the top of the screen, then tap **Add Contact**.
2. Enter the contact's information, then tap **DONE** to save.

### Interact with a Contact

Tap on a contact to open their contact card. From here you can:

- Tap to start a voice call
- Tap to start a video call
- Tap to start a chat (IM) session
- (For UCx Contacts only) Tap to add or remove the contact from your Favorites list

## Presence

*Presence* is the ability to see whether someone is available and willing to communicate with you.

Icon	Status	What does it mean?
	Available (On Mobile, On Desk Phone)	Online and ready for communication
	Away	Idle or away from the computer/device
	Busy (On Phone, In Meeting, Do Not Disturb)	Busy or does not want to be disturbed
	Offline	Not logged in to UCx
	Subscription Pending	Contact has not yet approved sharing their status with you

### Set Your Presence Status

Tap the status flag in the upper-left corner to open the side navigation menu. Tap on your name (at the top of the menu), select a presence state, then tap **SAVE**.

Your presence will also automatically update as follows:

Action	Resulting presence state
On a call	Busy
Phone shut down	Offline
App shut down	Offline
App running in background	Does not change unless your status was Available, in which case it changes to Away.
App in active use	Defaults to Available, but you can change it to whatever you decide.
Phone Display off	Away

## Audio and Video Calling

### Place a Call

Tap the **Call** tab, enter a number on the dial pad, then tap **Call**

or **Video Call** .

Tap **Call Pull** to seamlessly transfer a call from another device (such as your desk phone) to your iPhone device.

When finished, tap the red **End Call** button to hang up.

## Answer a Call

An incoming call is indicated with a ring tone and an on-screen notification. Tap **Accept audio** to answer with an audio call, tap **Accept video** to answer with a video call, or tap **Decline** to reject the call and dismiss the notification.

## Start a Three-Way Conference Call

While on a call, tap the **Menu** icon and select **Conference**. Search for and select the third participant. The third party automatically joins the call when they answer.

## Transfer a Call

While on a call, tap the **Menu** icon and select **Transfer**. Select the contact to transfer the call to, then choose the type of transfer:

- **Transfer** immediately transfers the call to the selected contact. You are dropped from the call.
- **Call First** allows you to talk privately with the selected contact before transferring the call. Complete the transfer by tapping the **Complete** button.

## Access Voicemail

From within the UCx application: tap the **Call** tab, then press and hold the “1” key on the dial pad.

## Instant Messaging (Chat)

### Start a New Chat Session

Tap the **Contacts** tab and select a contact name. When their contact card appears tap to start a chat (IM) session

### Continue an Existing Chat Session

The **Chat** tab shows all chats made with any contact since your last login, with the most recent at top. Tap on a contact’s name to open the chat view. Enter a new message in the text box at the bottom and tap **Send**.

### Group Chat

To start a new group chat: tap the **Chat** tab, tap the **Menu** icon, then tap **Start group chat**. Tap on the checkboxes to select the participants you want to invite, then tap **Done**.

To escalate a single chat to a group chat, tap the **Add Participants** button. Tap on the checkboxes to select the participants you want to invite, then tap **Done**.

## My Room

**My Room** is a permanent, always-available collaboration room. My Room sessions start as chats, but you can add a call while the session is in progress.

To start a My Room group chat, tap the **My Room** tab, tap **Chat** at the top of the screen, then tap the **Add Participants** button. Tap on the checkboxes to select the participants you want to invite, then tap **Done**.

Once participants join your chat room, they can use the **Call** button of that screen to join your conferencing bridge.

## Call History

Tap the **Call History** tab to review all inbound and outbound calls, including the caller’s name and phone number (if available) and the date and time of the call.

Symbol	What does it mean?
	Outgoing call
	Incoming call which you answered
	Incoming call which you missed or rejected

Use the buttons at the top of the screen to filter the history by *Missed* calls or view *All* calls.

Tap on an item on the history list to call that number. Or tap on the info to open the caller’s contact card.

## Configure Call Settings

Tap the status flag in the upper-left corner to open the sidebar menu, then tap **Call Settings**.

From here, you can modify the following settings: Do Not Disturb, Remote Office, Call Forwarding, Hide Number, Mobility, Anywhere, Dialing Service, Simultaneous Ring Personal.

## Sign Out

Tap the status flag in the upper-left corner to open the side navigation menu, then tap **Sign out**.

**Note:** If you are logged in to UCx on another device (such as your computer) at the same time, signing out from the iPhone device does not sign you out of UCx on the other device.