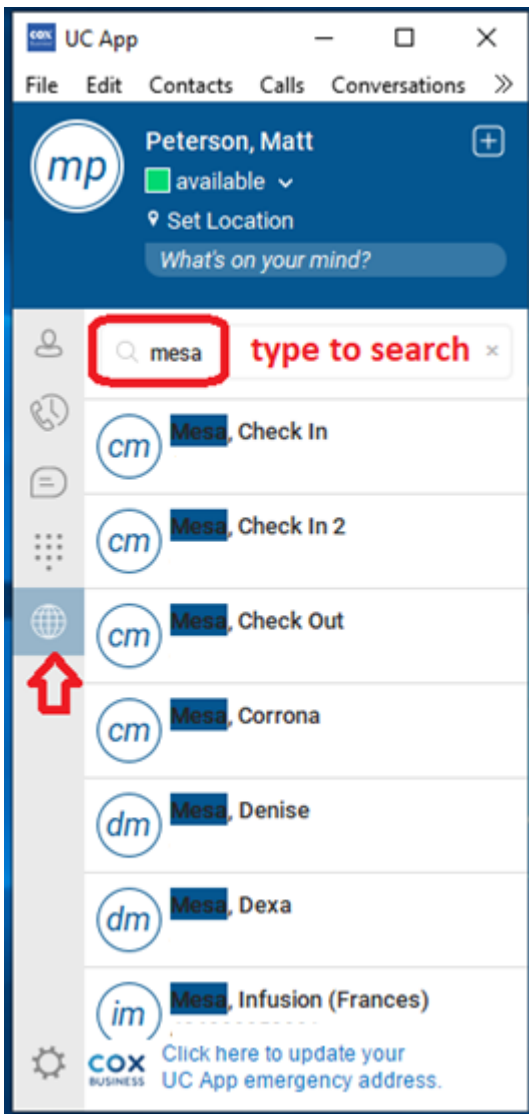




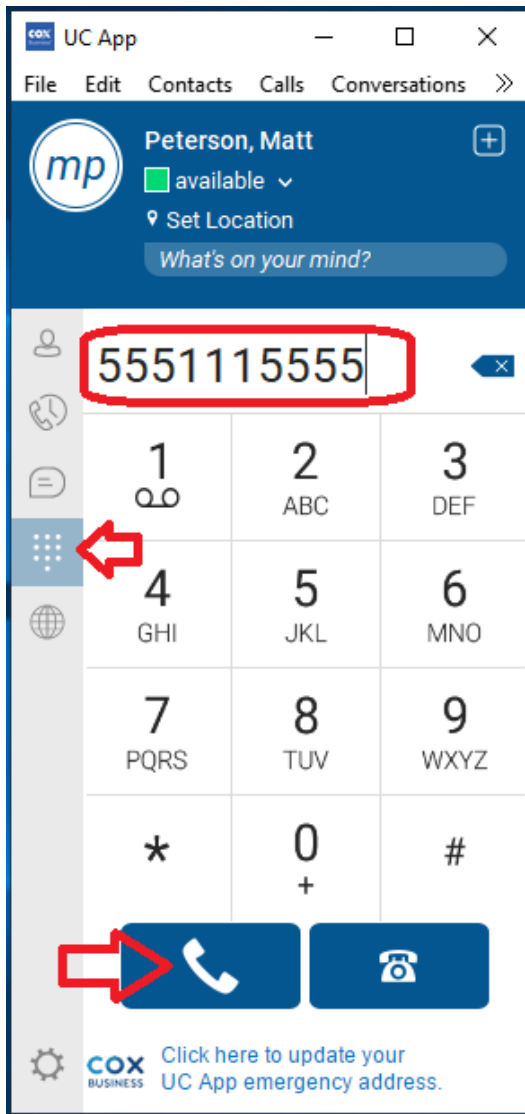
Cox Phone App Help Guide

Note that the Cox Phone App is directly linked to a physical phone in the office, which means if you're on a call with the Phone App, the physical phone will become unavailable, and vice versa. Also, if you are using earbuds, make sure the tiny microphone in the cable is not buried in your clothing or obstructed by your collar.

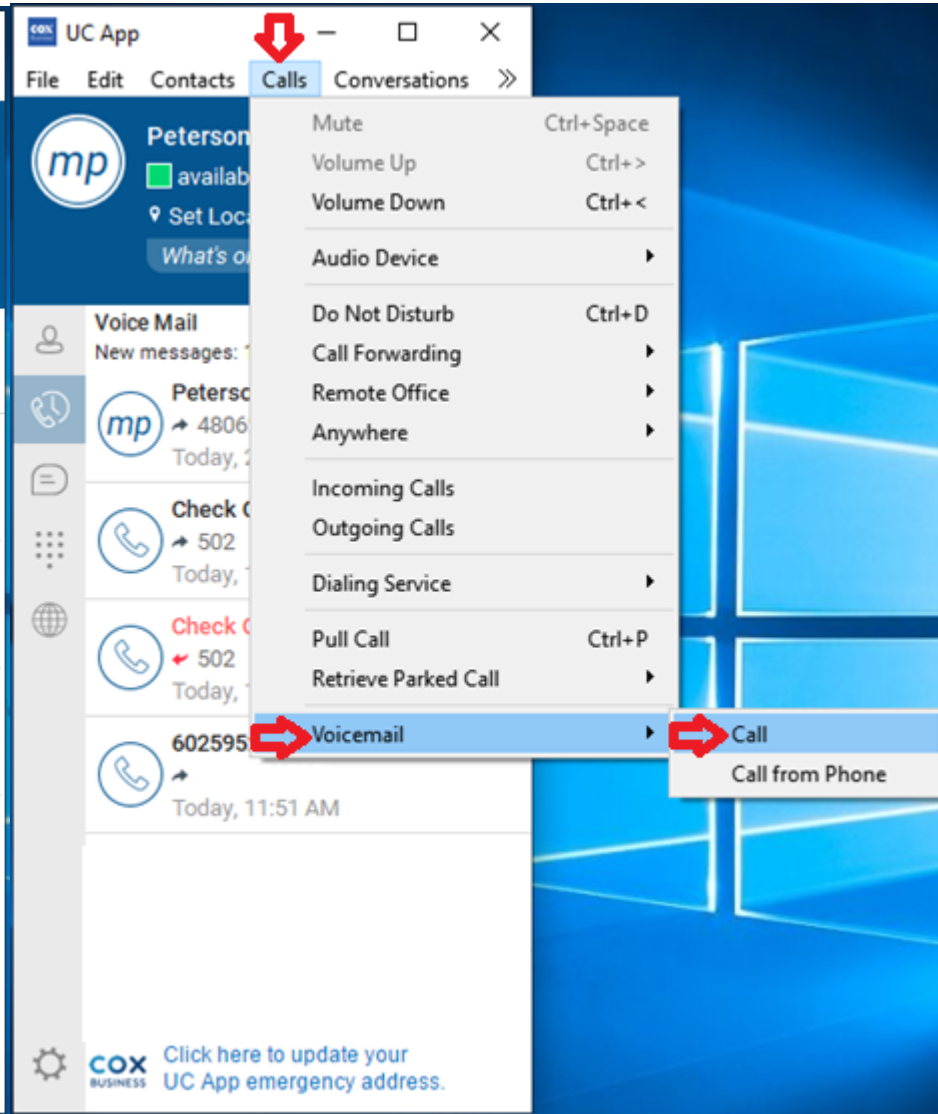
Search the Company Directory



Call Someone



Check Your Voice Mail



Transfer a call

“Transfer Now” does a “Blind Transfer”, meaning it transfers immediately without any interaction. “Attended Audio” allows you to talk to the person you’re transferring the call to first to make sure they are available to take the call you’re about to transfer. The caller is put on hold with music during the transfer.

The screenshot displays the UC App interface for a call with Peterson, Matt. The interface includes a top navigation bar with 'File', 'Edit', 'Contacts', 'Calls', 'Conversations', 'Window', and 'Help'. The main area shows the call details for Peterson, Matt, who is available. A 'Transfer' dialog box is open, showing the phone number '555-555-5555' and a list of contacts (My Contacts (0) and Outlook (0)). A context menu is open over the call controls, with 'Transfer to' selected and 'New' highlighted. Red arrows point from the 'New' option in the menu to the 'Transfer Now' and 'Attended Audio' buttons. Below these buttons, text explains: 'Blind transfer. Use when transferring to phone queues' (pointing to 'Transfer Now') and 'Use when transferring to other people' (pointing to 'Attended Audio'). A 'Complete Transfer' button is also visible, with a red arrow pointing to it. A 'Transfer Call: 555-555-5555' window is shown at the bottom right, with a 'Complete Transfer' button and a 'Audio Connected.' notification. A red arrow points from the 'Complete Transfer' button in the bottom right to the 'Complete Transfer' button in the middle right.

Blind transfer. Use when transferring to phone queues

Use when transferring to other people

Audio Connected.

Patient Services, Billing and Infusion Call Centers

Set yourself as Available/Unavailable in the call queues your phone is assigned to. Applicable to the call center, billing, and infusion phones.

The image consists of three sequential screenshots of the UC App interface, illustrating the steps to set availability in call queues. Each screenshot shows a user profile for 'Phx Admin, Call Center 360' with a status of 'available'.

- Step 1:** The first screenshot shows the main app interface. A red arrow labeled '1.' points to the gear icon in the bottom left corner, indicating the user should click here to update their UC App emergency address.
- Step 2:** The second screenshot shows the 'Services' menu. A red arrow labeled '2.' points to the 'General' option, indicating the user should select this menu.
- Step 3:** The third screenshot shows the 'Services' settings page. A red arrow labeled '3.' points to the 'Services' option in the left-hand menu. Below this, a red box highlights the 'Queues' section, and a red arrow points to the 'Available' option in the 'Sign-In' dropdown menu, indicating the user should select this option.

Each screenshot also includes a footer with the COX BUSINESS logo and a link: 'Click here to update your UC App emergency address.'