IP Centrex Administrator Guide

June, 2015

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Introduction

As a first time user to the Cox Business VoiceManager IP Centrex application, you will receive a welcome email from myaccount@coxbusiness.com before your installation date.

Diagram

Figure 1 shows a sample welcome email that new MyAccount administrators/users receive.

Figure 1. Welcome email (sample)

Logging In

How to Log in to MyAccount

You can access MyAccount web portal in VoiceManager IP Centrex through a graphical user interface (GUI). The GUI allows you to view and configure resources and company-level features of a group. Group services are located within tabs on the VoiceManager Tools Dashboard.

Figure 2. MyAccount Login screen

Complete the following steps to log in to VoiceManager IP Centrex MyAccount.

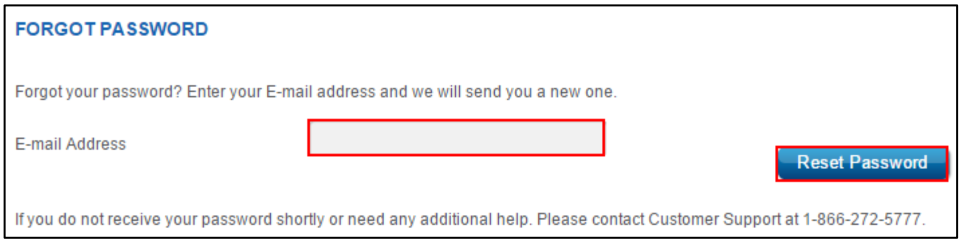
Step	Action
1.	Click the embedded MyAccount link in the "Dear Valued Cox Business Customer" email. **Result**: The MyAccount Resource Center page appears.
2.	Enter the login name that has been assigned to you in the **User ID** and field. (**Note**: Your login name/email address has been set up with Administrator privileges.)\
3.	Enter your **Password** in the corresponding field. (**Note**: All first-time users are prompted to change their password.)
4.	Click the **Sign In** button to view your online profile information and associated accounts

Note: Within this guide, the word *Group* references all VoiceManager lines, services and accounts that your company has within its specific business profile.

Changing Your Password

How to Change Your Password

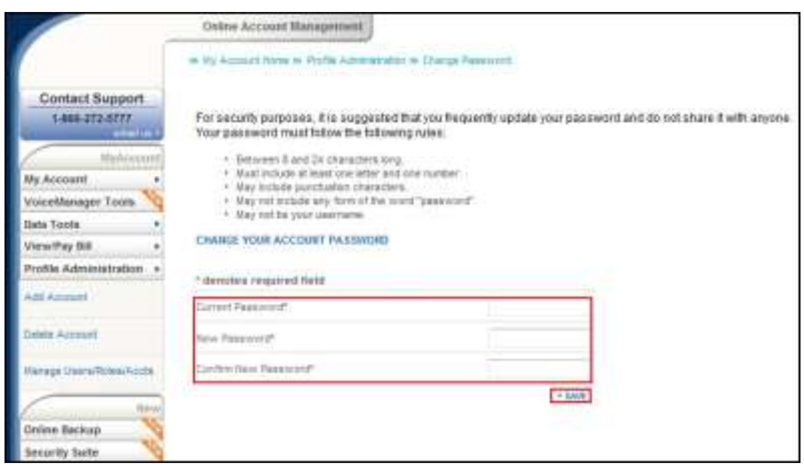
Figure 3. Reset Password link



Complete the following steps to change your password.

Step	Action
1.	Enter https://myaccount.coxbusiness.com in your web browser.
2.	Enter your **User ID** in the field and click the **Forgot Password** link (located below the Password field).
3.	Enter your MyAccount email address in the **E-mail Address** field and click the **Reset Password** link. **Result**: You will receive an email with a temporary password that you can use to log in. You will then be prompted to create a new password. See Figure 4.
4.	Enter the temporary password in the **Current Password** field and then enter your new password in the **New Password** and **Confirm New Password** fields.
5.	Click the **Save** link.

Figure 4. Security Question screen



Administrator Activities

Introduction

A company's VoiceManager group administrator is responsible for configuring the software's functionality and features according to the company's business needs, and assigning access rights for its employees based on their roles and responsibilities.

The highlighted options under the **My Account** menu in Figure 5 help administrators perform multiple tasks associated with these areas. An overview of the types of activities related to these options is listed below.

Note: Several of the setup tasks shown here can also be configured in the VoiceManager Tools portal. Click that menu item in the left navigation bar to open. See Figure 6 for more information.

Figure 5. MyAccount Page (sample)

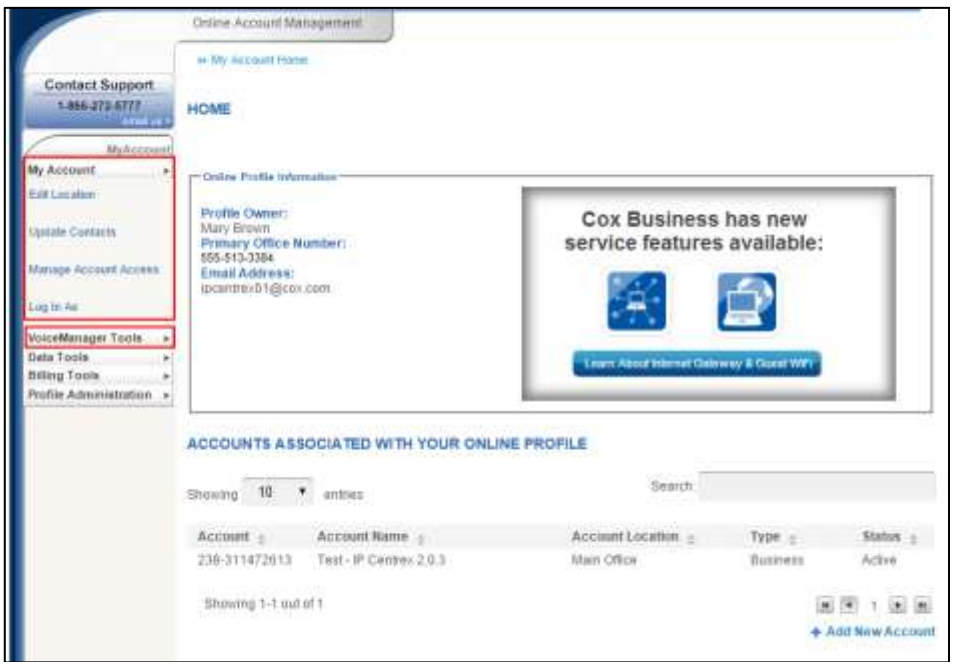
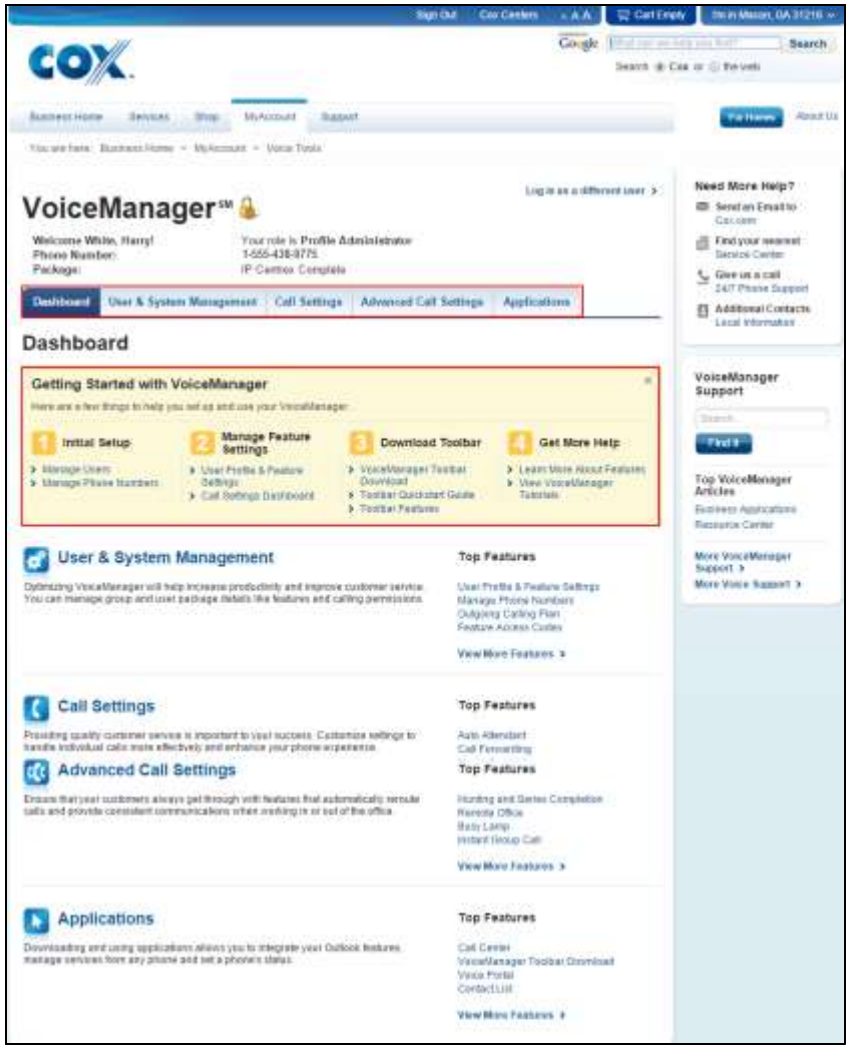


Figure 6. VoiceManager Tools page



Types of Administrator Tasks

One of the fundamental tasks an administrator performs is configuring the account's access settings, such as:

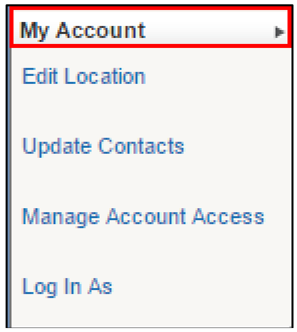
- an alternate, sometimes abbreviated name for the account (Edit Location) privacy for an account's calling records (Manage CoxPIN Information) designating key contacts for the account (Update Contacts)
- assignment of user rights for the account (Manage Account Access) which can allow or prohibit people with the ability to modify features and functions in the application
- We will begin with an overview of the My Account menu tasks and how to configure options and tasks in that module.

My Account Menu

Introduction

Use the MyAccount menu to create and edit nicknames for accounts, update your contact information, configure user permissions, and access the account as another user.

Figure 7. My Account menu options



Editing a Location

How to Edit a Location

The **Desired Location** field is a convenient way to identify an account more easily within a profile, especially if the profile includes multiple accounts. As a MyAccount administrator, you can edit the name as necessary.

Figure 8. Edit a Location

Complete the following steps to change the name of an account's location.

Step	Action
1.	From the **My Account** menu, click the **Edit Location** option.
2.	Modify the reference value in the **Desired Location** field.
3.	Click the **Save** link.

Updating Contacts

How to Update Contacts

Important: Keep your contact data current so you can receive pertinent information about your VoiceManager IP Centrex service.

Figure 9. Update Contact Information

Complete the following steps to update your company's contacts.

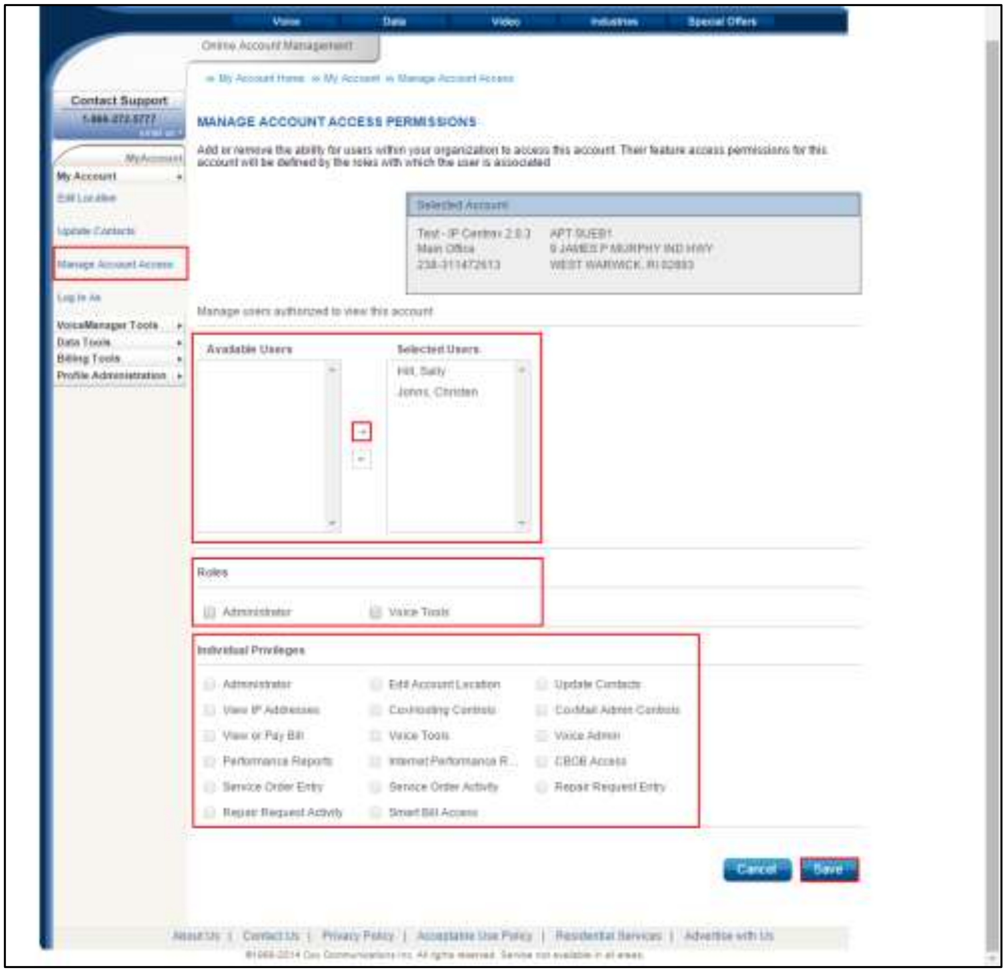
Step	Action
1.	From the **My Account** menu, click the **Update Contacts** option.
2.	Enter your first and last name, valid telephone number, and email address.
3.	Click the **Save** button.

Managing Account Access

How to Configure Access Rights for IP Centrex Users

Use the Manage Account Access screen to configure a user's access rights for a VoiceManager IP Centrex account. Permissions are defined by roles across the business. For example, to create a backup Administrator for your company, select the user, check the Administrator role box and click the Save link.

Figure 10. Configure User Access Rights



Complete the following steps to manage account access permissions for your IP Centrex users.

Step	Action
1.	From the **My Account** menu, click the **Manage Account Access** option.
2.	Click the **Add User** link and select the user you want to add to the account. (**Note**: The person must have already been added as a MyAccount user in the system.)

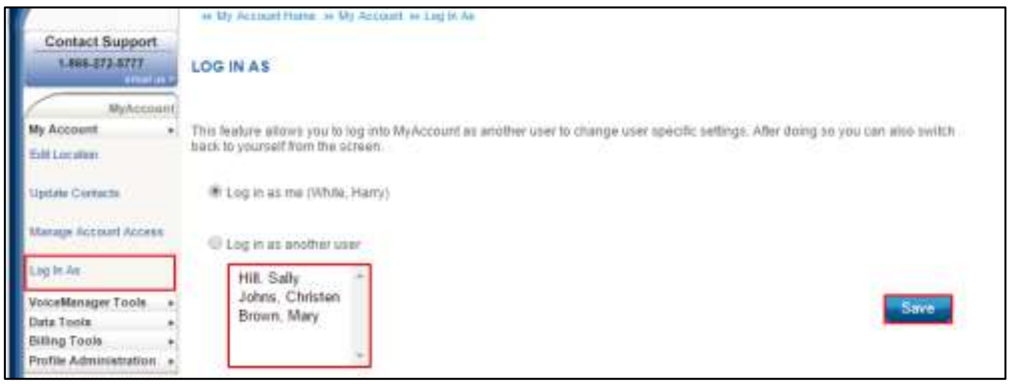
3.	Check the box(es) that corresponds to the role of the user you have added. (**Note**: The Individual Privileges section will be automatically configured based on the roles you select.)
4.	Click the **Save** button.

Logging In As

How to Log In As Another User

You can log in as another user assigned to the VoiceManager IP Centrex account for the purpose of changing that user's settings or configuring the Personal Call Manager and voicemail/voice portal tools for the user.

Figure 11. Log In As (sample)



Complete the following steps log in as another user.

Step	Action
1.	From the **My Account** menu, click the **Log In As** option.
2.	Click the **Log In As Another User** radio button.
3.	Highlight the name of the user you wish to sign in as and click the **Save** button.
4.	Proceed to select and configure any feature for that user.

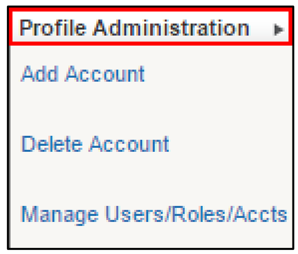
Profile Administration Menu

Introduction

The Profile Administration menu is another component that an administrator uses to further configure account settings. Use the Profile Administration menu to add and delete accounts as well as VoiceManager IP Centrex users, their roles, and the account itself.

Note: A few of the settings that are accessible in the Profile Administration menu on the left navigation bar can also be found on the Dashboard and User & System Management tabs in VoiceManager Tools.

Figure 12. Profile Administration Menu Options



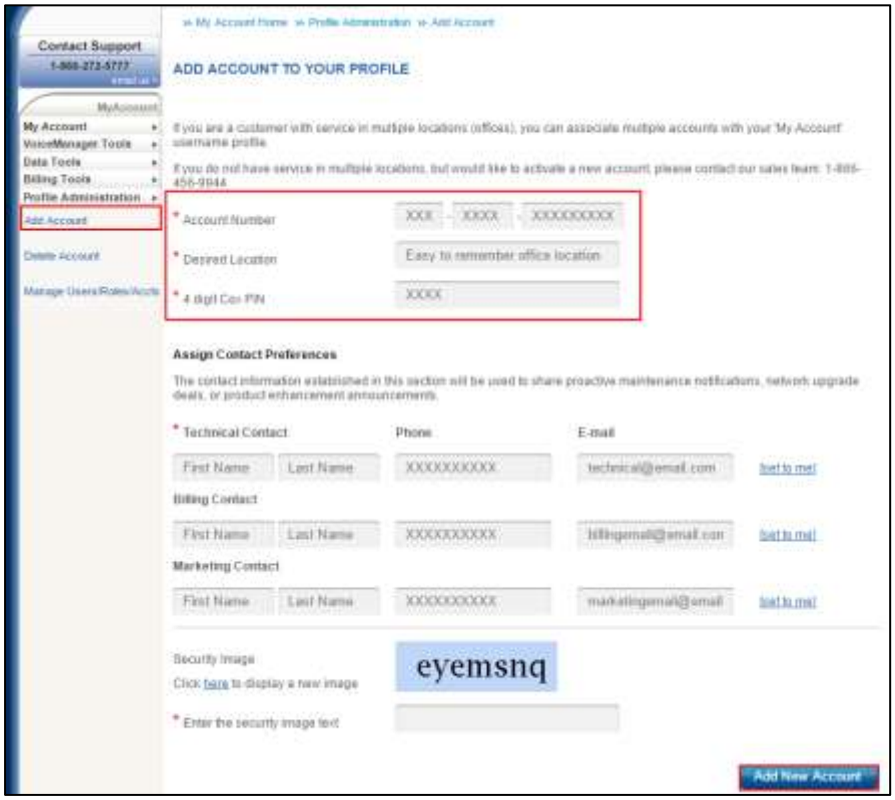
Adding an Account

How to Add an Account

If you are a customer with service in multiple locations (offices), you can associate multiple accounts with your My Account profile.

If you do not have service in multiple locations, but want to activate a new account, contact your local Cox representative.

Figure 13. Add Account



Complete the following steps to add an account to your IP Centrex service.

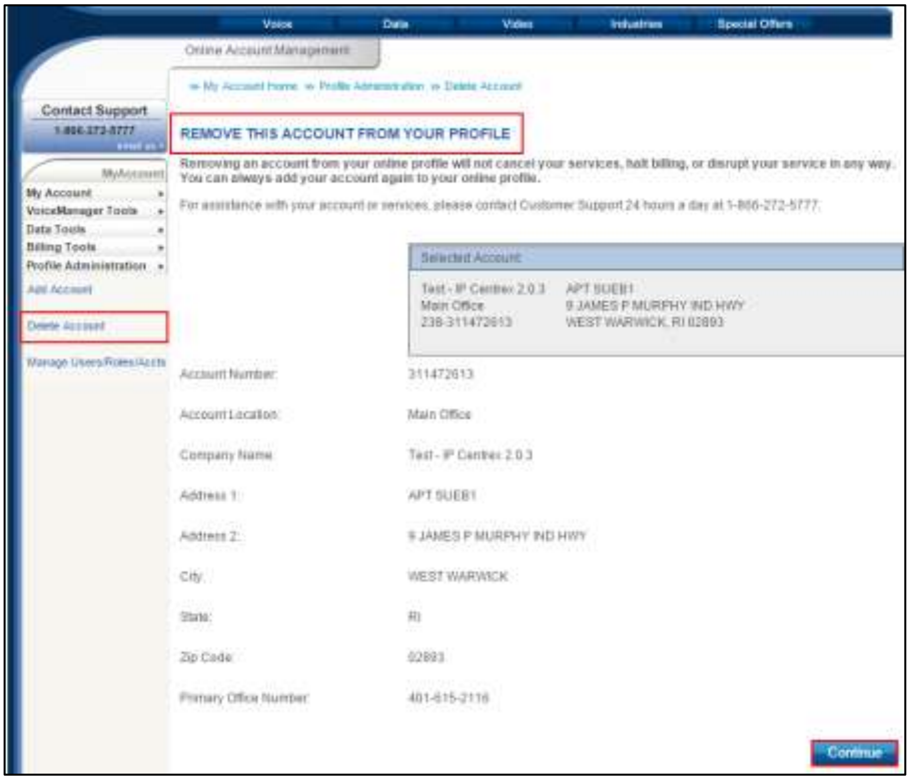
Step	Action
1.	From the **Profile Administration** menu, click the **Add Account** option link.
2.	Enter the **Account Number** you want to add.
3.	Enter the **Desired Location** of the account.
4.	Enter the **4-digit Cox PIN** in the field provided.
5.	Enter contact information for people who should receive important correspondence from Cox about the **VoiceManager** account. (**Note**: You can click the **Set to me** link to quickly assign yourself as the contact.)
6.	Click the **Add New Account** link.

Deleting an Account

How to Delete an IP Centrex Account

You can remove an account from your online profile without canceling your services, halting billing, or disrupting your service in any way. Once it is removed, you can always add it back to your online profile.

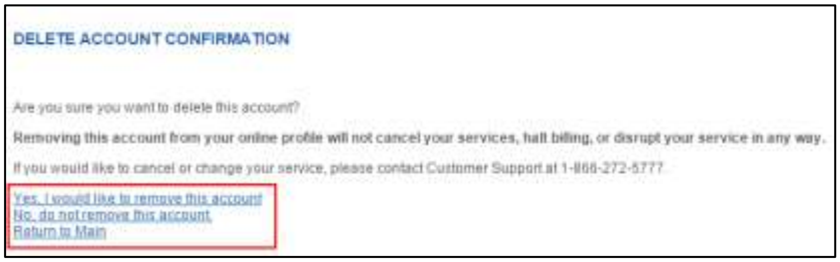
Figure 14. Delete Account



Complete the following steps to delete an account from your IP Centrex service.

Step	Action
1.	From the **Profile Administration** menu, click the **Delete Account** link.
2.	From the **Select Account** section, click the drop-down menu to select the account you want to remove.
3.	Click the **Remove This Account From Your Profile** link.
4.	Click the **Continue** button.
5.	From the **Delete Account Confirmation** window, click the **Yes, I would like to remove this account** link.

Figure 15. Delete Confirmation

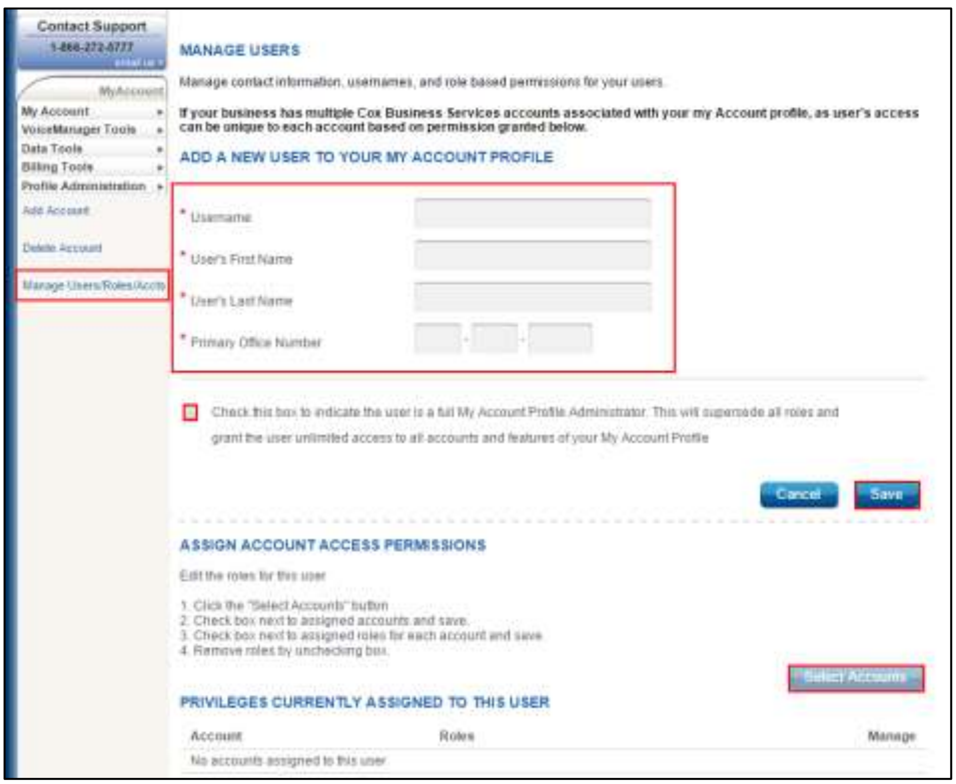


Managing Users, Roles and Accounts

How to Add a User to an IP Centrex Account

Use this screen to view and modify all Users, Roles, and Accounts along with the Profile Owner assigned to an account.

Figure 16. Manage Users/Roles/Accts – Add New User



Complete the following steps to add a new user to your IP Centrex account.

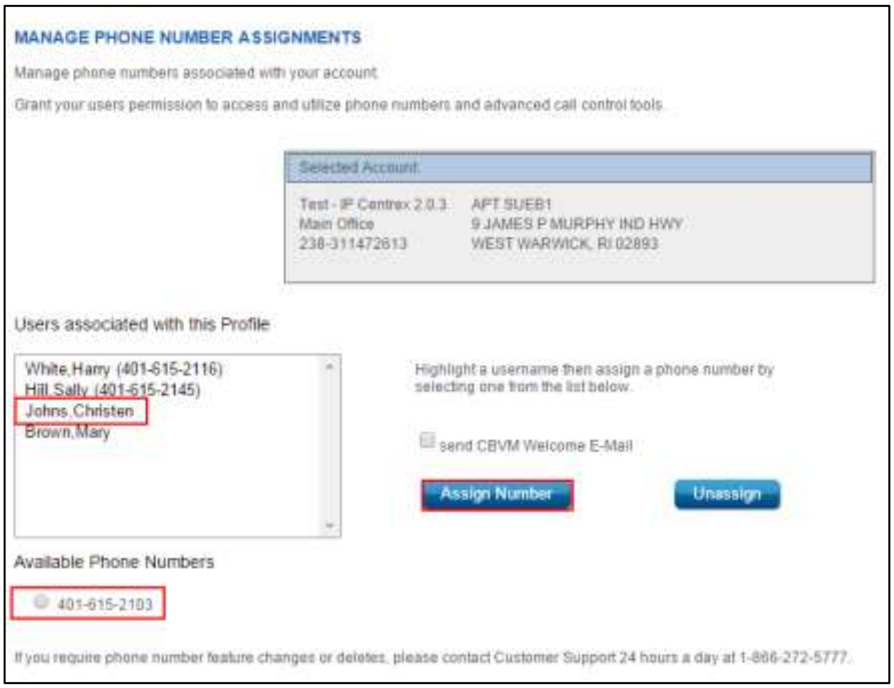
Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2.	Check that the **Users** tab is selected and click the **Add New User** link.

3.	Enter the user's email address, first / last name, and primary telephone number.
4.	From the **Assign Account Access Permissions** section, check the box *only* if the user has full administrator rights. Otherwise, leave it unchecked.
5.	Select the account to which you are adding the user from the **Account** drop- down menu.
6.	Check the box(es) based on the user's role(s) in the company.
7.	Click the **Save** link.

How to Add a Phone Number to the New User

When you add a new user to an account, you need to assign a telephone number to the user.

Figure 17. Assign a Phone Number to a New User



Complete the following steps to add a phone number to a new IP Centrex user.

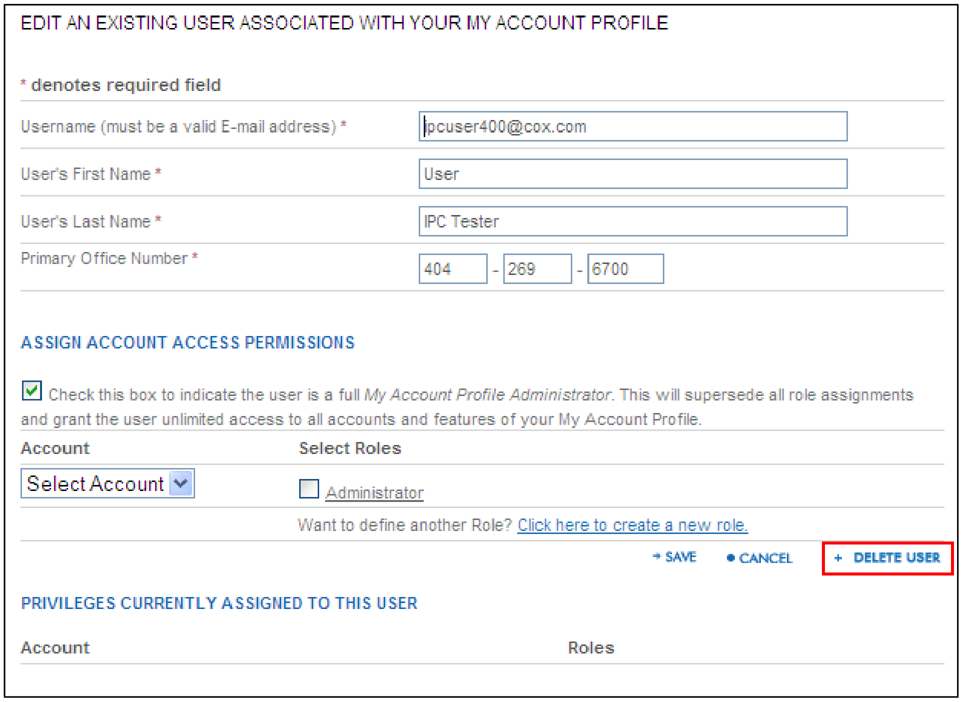
Step	Action
1.	From the **My Account** menu, select the **VoiceManager Tools** menu. **Result**: The **Dashboard** window displays.
2.	From the **Getting Started with VoiceManager** section, click the **Manage Phone Numbers** link. **Result**: The **Manage Phone Number Assignments** window displays.

3.	Select the new user's name.
4.	Select from the list of available phone numbers and click the **Assign Number** button.

How to Delete an IP Centrex User

If a user transfers to another department or leaves the company, you need to change or delete the user's access to MyAccount.

Figure 18. Delete a User in MyAccount



Complete the following steps to delete a user.

Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2.	Locate the user you want to remove and click the **View** link.
3.	Click the **Delete User** link.
4.	Click the **OK** button.

How to Modify an IP Centrex User

NOTE: If a username change is required, do not edit the existing name. Follow the steps to **Add a New User.**

Complete the following steps to change an IP Centrex user's information.

Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option
2.	Locate the user you want to modify and click the **View** link.
3.	Edit the values as needed.
4.	Click the **Save** link.

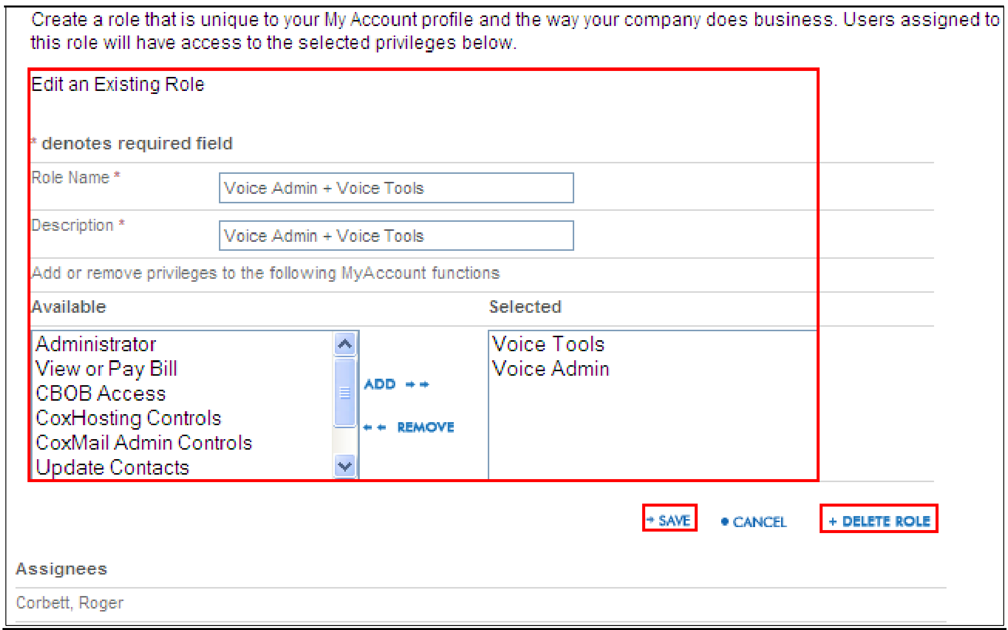
Managing Roles

Introduction

This section of MyAccount enables you to review, create, and modify roles, or sets of permissions, that will be associated with users.

How to Edit and Delete a Role

Figure 19. Manage Users/Roles/Accts – Edit/Remove Roles



Complete the following steps to edit or delete a role.

Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option
2.	Click the **Roles** tab.
3.	Click the **View** link to modify or delete an existing role.
4.	To modify an existing role, change any of the values in the **Role Name**, **Description**, or privileges for a role.
5.	Click the **Save** link
6.	To delete an existing role, click the **Delete Role** link.

How to Create a Role

Figure 20. Manage Users/Roles/Accts – Add Role

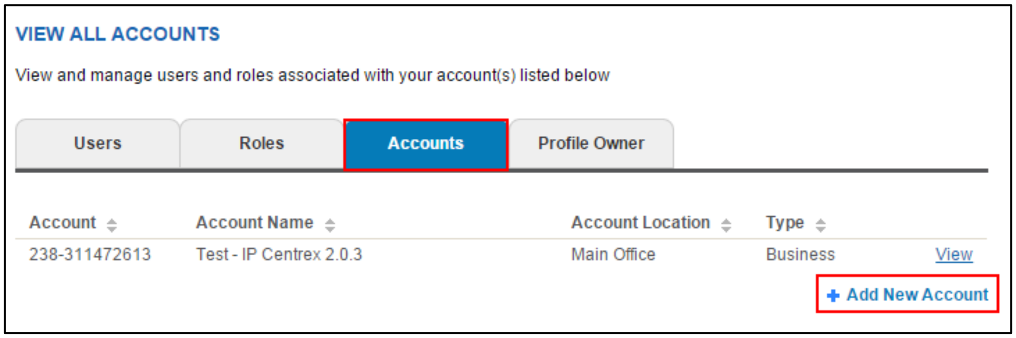
Complete the following steps to create a new role.

Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2.	Click the **Roles** tab.
3.	Click the **Add New Role** link to create a new set of privileges.
4.	Enter the **Role Name**, **Description**, and set(s) of privileges to assign to the role.
5.	Click the **Save** link.

How to View IP Centrex Accounts

You view an account to manage the list of users and roles associated with that account. From here, you can add, change, or remove the ability for users to access this account.

Figure 21. Manage Users/Roles/Accts – View Account



Complete the following steps to view an IP Centrex account.

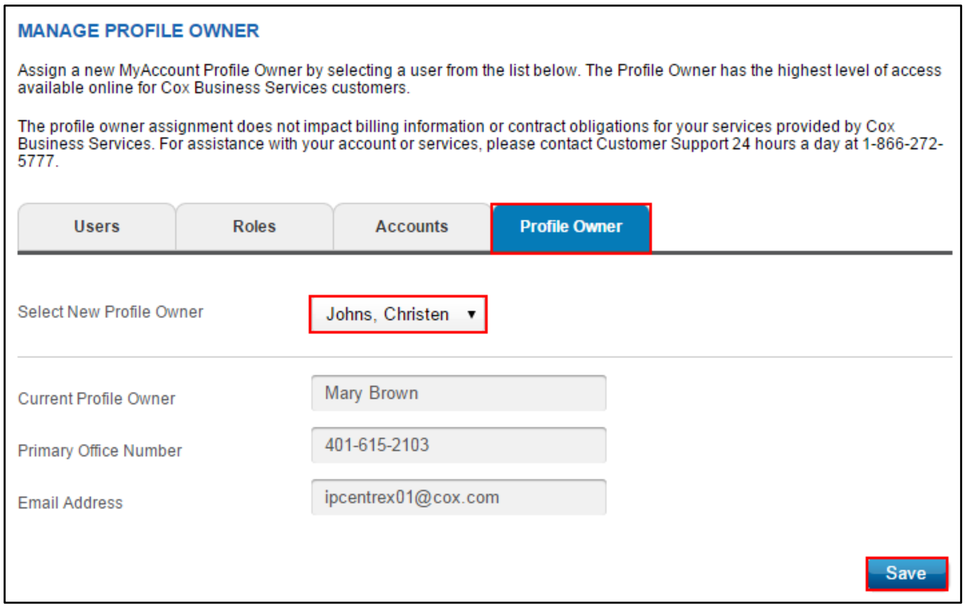
Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2.	Click the **Accounts** tab to view the account number, name, nickname and type.
3.	Click the **View** link to manage account access permissions.
4.	Click the **Add New Account** link to associate another account with your MyAccount username profile.

Managing the Profile Owner

How to Change the Profile Owner

The Profile Owner position has the highest level of permissions on the account and directs all other Administrators and Users assigned to the account. This "role" is configured by Cox Technical Support.

Figure 22. Manage Users/Roles/Accts – Profile Owner



Complete the following steps to change the Profile Owner.

Step	Action
1.	From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2.	Click the **Profile Owner** tab.
3.	Click the **Select New Profile Owner** drop-down menu to select a different person.
4.	Populate the remaining fields with that person's information.
5.	Click the **Save** button.

VoiceManager Tools Menu

Introduction

The **VoiceManager Tools** section is where the remaining Administrator functions reside, specifically in the **Dashboard** and **User & System Management** tabs.

Note: The Administrator functions, “Manage Phone Numbers” and “Manage Users” are discussed earlier in this manual; therefore, the next section covered is how to configure (time) schedules.

Managing Schedules

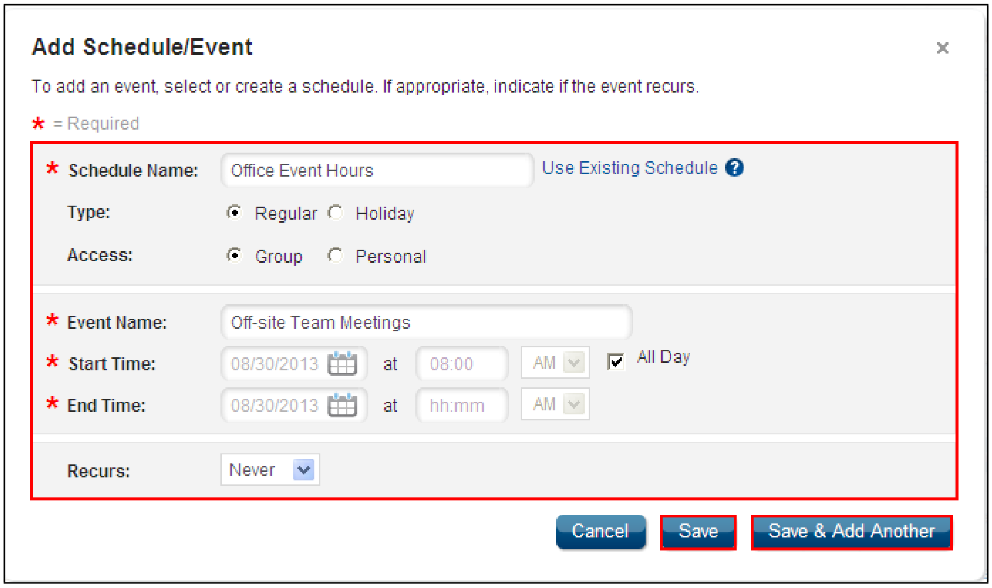
How to Create Time/Event Schedules

Schedules are time ranges that you use to designate specific hour(s), day(s), or week(s) that define how your company’s calls are managed. Examples of schedules are business hours or holiday hours.

In this section, you will learn how to create, modify, and delete a schedule or event.

Figure 23. User & System Management - Schedules

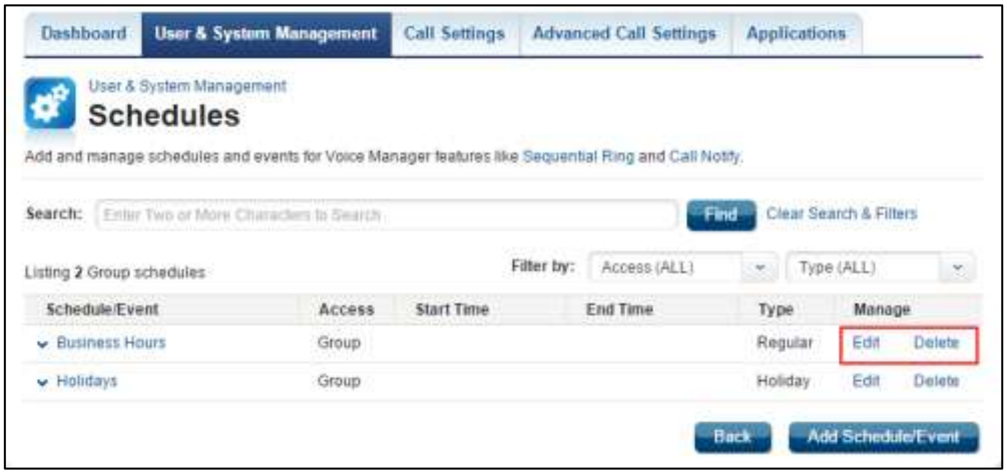
Figure 24. Add Schedule/Event



Complete the following steps to create a schedule or event.

Step	Action
1.	From the **VoiceManager Tools** menu option, scroll to the **User & System Management / User Management** section and click the **Schedules** link.
2.	Click the **Add/Schedule Event** button. (See Figure 25.) **Result**: The **Add Schedule/Event** window displays.
3.	Enter the **Schedule Name**.
4.	Select the **Type radio button** to indicate whether this schedule is for a company's regular operating hours or holiday hours.
5.	Select the **Access radio button** to indicate who can make changes to the schedule. (**Note**: Based on your selection in this field, other information may be required.)
6.	Enter the **Event Name**.
7.	Enter the **Start Time** and **hours** of the event. You can check the **All Day** box if the time period extends past normal operating hours.
8.	Repeat step 7 for the **End Time** data.
9.	From the **Recurs** drop-down menu, select the frequency with which this event will occur, if applicable.
10.	Click the **Save** button to finish or the **Save & Add Another** button to create another schedule.

Figure 25. Edit/Delete Schedule/Event



Complete the following steps to modify or remove an existing schedule or event.

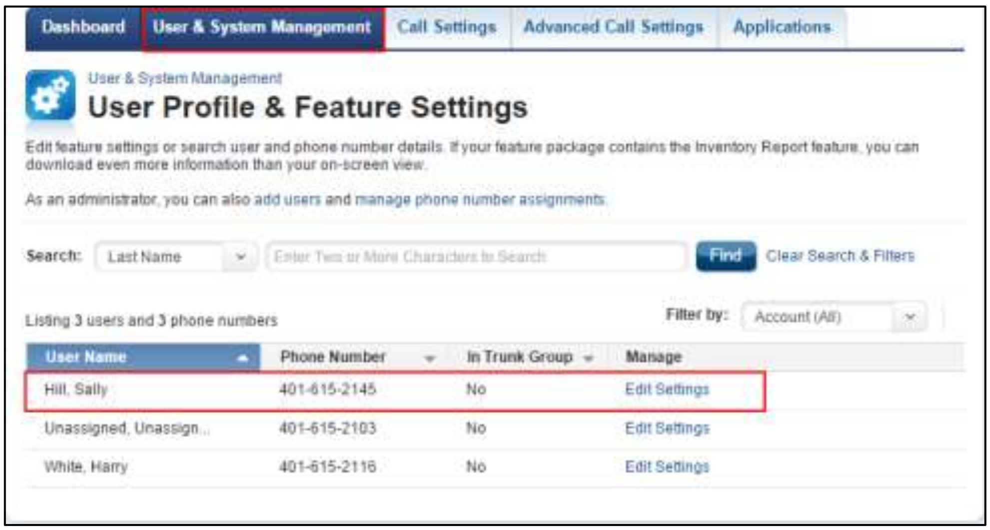
Step	Action
1.	From the **VoiceManager Tools** menu option, scroll to the **User & System Management / User Management** section and click the **Schedules** link.
2.	To make changes to an existing schedule or event, click the **Edit** link to the right of the name of the schedule. **Result**: The **Edit Schedule** dialog box appears.
3.	Enter the new name of the schedule or event and click the **Save** button.
4.	To remove an existing schedule or event, click the **Delete** link to the right of the name of the schedule. **Result**: The **Delete Schedule** dialog box appears.
5.	Click the **Delete** button to permanently remove or click the **Cancel** button to abort.

Managing User Feature Settings

How to View and Change Feature Settings for an IP Centrex User

As an administrator, you have the ability to modify feature settings for a user on the account. There are four areas that you can access and make changes. They are **User & System Management**, **Call Settings**, **Advanced Call Settings**, and **Applications**.

Figure 26. Profile and Feature Settings



Complete these steps to access a user's feature settings and edit them as necessary.

Step	Action
1.	From the **VoiceManager Tools** menu option, click the **User & System Management** tab and click the **User Profiles and Feature Settings** link.
2.	Click the **Edit Settings** link of the user for whom you want to modify the way their features are configured.
3.	Scroll to the heading of the features that you want to edit and click the down arrow, if needed, to view the individual features.
4.	Edit the settings as necessary and click the **Save** button.

Feature Packages

Introduction

The Feature Packages page is for referential information only. It displays the package type your company has purchased and the corresponding Group and Individual features that are included with that package. The **Purchased** column contains the number of feature packs that can be used. The **In Use** column contains the number of group and personal features that are used.

Figure 27. Feature Packages

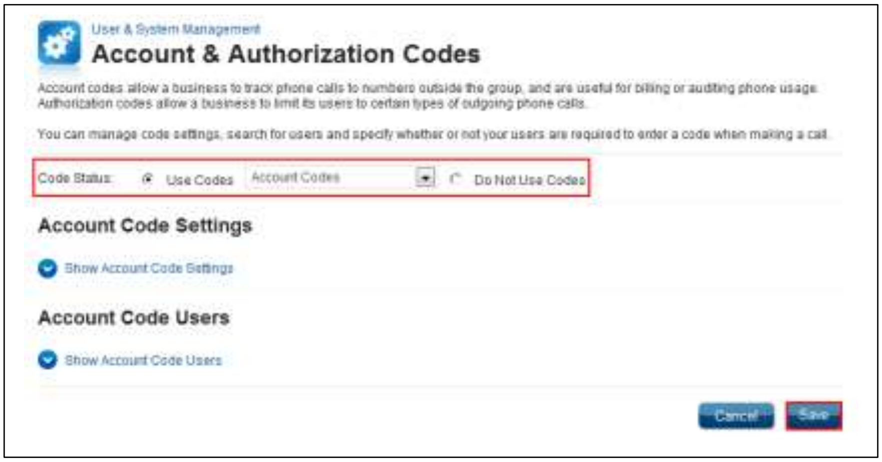
Configuring Group Features

Account Codes

How to Set Up an Account Code

Account Codes allow a business to track phone calls to numbers outside the group, and are useful for billing or auditing phone usage.

Figure 28. Set Code Status



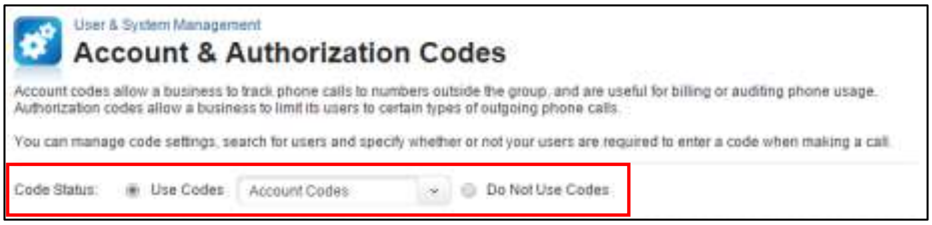
Complete the following steps to set up an **Account Code**.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & Management System** tab.
4.	Under the **Call Access** section, click the **Account & Authorization Codes** link.
5.	Click the **Use Codes** radio button and select **Account Codes**. Steps to activate this code are located on the next two pages. **Note**: Click the **Do Not Use Codes** radio button if you do not want to activate this type of code.

Activate Account Code Settings

How to Configure the Account Code

Figure 29. Account Code Settings



Complete the following steps to configure the account code.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & Management System** tab.
4.	Under the **Call Access** section, click the **Account & Authorization Codes** link.
5.	Click the **Use Codes** radio button and click the drop-down arrow to select the **Account Codes** option. See Figure 28.
6.	From the **Account Code Settings** section, click the down arrow to **Show Account Code Settings**. **Result**: The section expands.
7.	From the **Code Length** drop-down menu, click the down arrow and select the size of the code you want the user to enter. (**Note**: The options are between 2 and 14 digits).
8.	(Optional) Click the **Do Not Use Codes** radio button to allow users to track phone calls to numbers outside the group without having to enter a code.
9.	Click the **Add Code** link located under the **Description** column heading. **Result**: The **Add Account or Authorization Code** dialog box appears.
10.	Enter the length of the **Code** you selected above, e.g. “1234” and a **Description** of it in the respective fields.
11.	Click the **Save** button.
12.	Click the **Show Account Code Users** link to expand the window. **Result**: The **Account Code Users** window appears.
13.	To the left of the **User Name**, click the **Required** checkbox to force the user to enter the Account Code. Click the **Optional** checkbox if the user does not have to enter an Account Code.

14.	Click the **Save** button. **Result**: The Account Code is set.

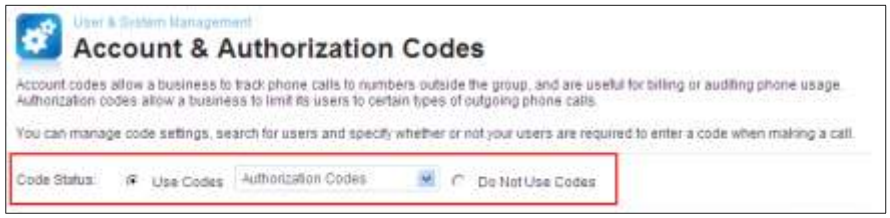
Authorization Codes

How to Set Up an Authorization Code

Authorization Codes allow a business to limit its users to certain types of outgoing phone calls.

You can manage code settings, search for users and specify whether or not your users are required to enter a code when making a call.

Figure 30. Set Code Status



Complete the following steps to set up an **Authorization Code**.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & Management System** tab.
4.	Under the **Call Access** section, click the **Account & Authorization Codes** link.
5.	Click the **Use Codes** radio button and select **Authorization Codes**. Steps to activate this code are located on the next two pages. **Note**: Click the **Do Not Use Codes** radio button if you do not want to activate this type of code.

Manage Authorization Code Settings

How to Configure the Authorization Code

Figure 31. Authorization Code Main Window

Complete the following steps to configure the authorization code.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & Management System** tab.
4.	Under the **Call Access** section, click the **Account & Authorization Codes** link.
5.	Click the **Use Codes** radio button and click the drop-down arrow to select the **Authorization Codes** option. See Figure 28.
6.	From the **Authorization Code Settings** section, click the down arrow to **Show Authorization Code Settings**. **Result**: The section expands.
7.	From the **Code Length** drop-down menu, click the down arrow and select the size of the code you want the user to enter. (**Note**: The options are between 2 and 14 digits).
8.	(Optional) Click the **Do Not Use Codes** radio button to allow users to place any type of call without having to enter a code.
9.	Click the **Add Code** link located under the **Description** column heading. **Result**: The **Add Account or Authorization Code** dialog box appears.
10.	Enter the length of the **Code** you selected above, e.g. “1234” and a **Description** of it in the respective fields.
11.	Click the **Save** button.
12.	Click the **Show Authorization Code Users** link to expand the window. **Result**: The **Authorization Code Users** window appears.

13.	To the left of the **User Name**, click the **Required** checkbox to force the user to enter the Authorization Code. Click the **Optional** checkbox if the user does not have to enter an Authorization Code.
14.	Click the **Save** button. **Result**: The Authorization Code is set.

Auto Attendant

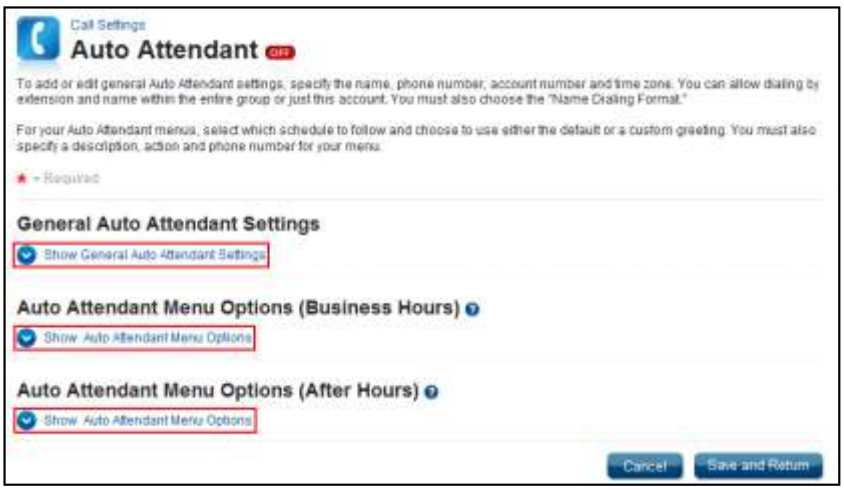
How to Set Up Auto Attendant

Auto Attendant allows you to create an automated receptionist with personalized messages to answer the phone or route calls to the appropriate party with features such as dial by name or dial by number. (**Note**: If you do not have the Auto Attendant feature, please contact your Cox Business sales representative and request it to be added to your account.)

Through MyAccount, you can manage your Auto Attendant settings and upload a custom audio file. You can also provide multiple recordings and menu tree options for callers based on specific schedules.

Important: If an existing Auto Attendant is deleted from MyAccount, you can rebuild it by clicking the “Add” button. However, if you need to add another attendant, contact Technical Support at 866-272-5777.

Figure 32. Auto Attendant

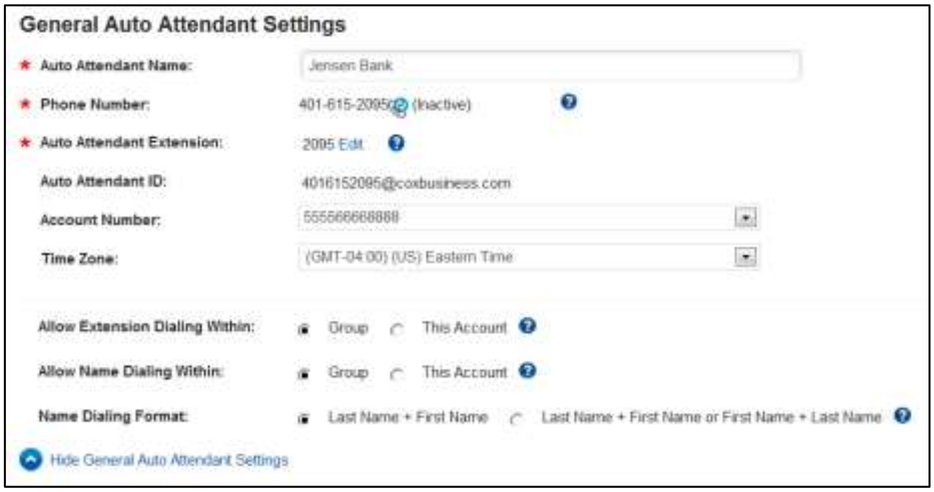


Complete the following steps to modify an existing Auto Attendant.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Call Settings** tab.
4.	Under the **Call Receiving** section, click the **Auto Attendant** link.
5.	Click the **Edit Auto Attendant** link.
6.	Click the arrow or link for the tab in which you want to create or change settings: **General Auto Attendant**, options for **Business Hours**, or options for **After Hours** and **Holidays**.

How to Configure General Auto Attendant Settings

Figure 33. General Auto Attendant Settings – part 1



Complete the following steps to configure the name, phone number, and time zone for the Auto Attendant.

Step	Action
1.	Enter a **Name** for the Auto Attendant.
2.	Cox Customer Support will enter the **Phone Number** to which the Auto Attendant belongs. The **Auto Attendant Extension** automatically uses the last four digits of the phone number.
3.	Click the **Account Number** drop-down menu to select the appropriate account to associate to the auto attendant. (**Note**: If there is more than one business location, there will be multiple accounts from which to choose.)
4.	Click the **Time Zone** drop-down menu to select the appropriate time of when the Auto Attendant will activate.
5.	In the **Allow Extension Dialing Within:** field, select the **Group** radio button if you want the dial by extension feature for this Auto Attendant to be enabled within the entire group or just **This Account**: (Acct #: 555566668888)
6.	In the **Allow Name Dialing Within:** field, select the **Group** radio button if you want the dial by name feature for this Auto Attendant to be enabled within the entire group or just **This Account**: (Acct #: 555566668888)
7.	Click the radio button to select the **Name Dialing Format** for customers to use. (**Note**: You will need to provide dialing instructions to callers in your recording.)

8.	Continue to the **Business Hours Greeting** section and complete the fields as required.

Figure 34. Business Hours Setup (part 2)

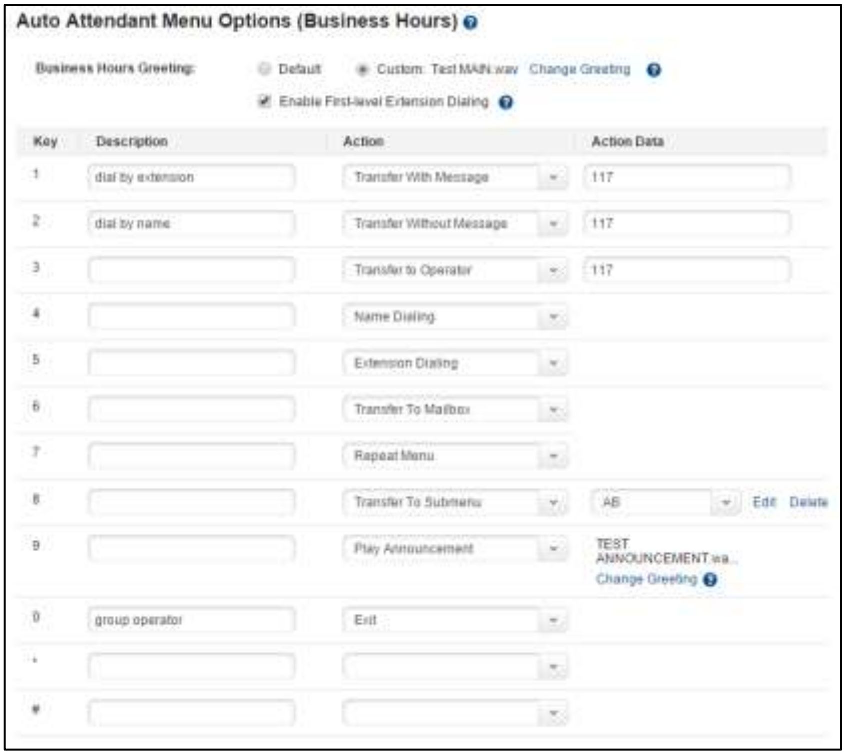
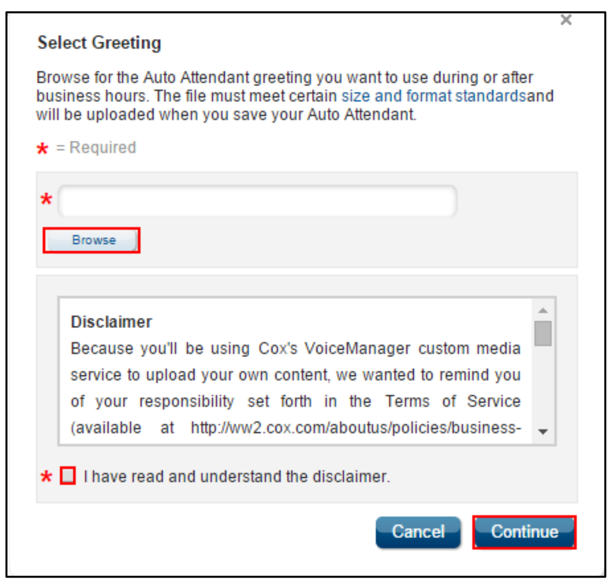


Figure 35. Select Greeting dialog box



How to Configure Auto Attendant Hours and Greetings

Complete the following steps to configure the Business Hours section for the Auto Attendant.

Step	Action
1.	Click either the **Default** or **Custom** greeting radio button to designate the type of messaging desired.
2.	If you select **Custom** greetings, click the **Change Greeting** link. See Figure 34. (**Note**: This allows you to upload a tailored introductory message that gives the calling party directions on how to use the Auto Attendant.) **Result**: The **Change Greeting** dialog box appears.
3.	Click the **Browse** button to select a file from a folder on your computer. (**Note**: If you'd prefer to pre-record an audio file, you can hire professionals or use common software. You will need to generate an output file in the .WAV format, with the following recording characteristics: Must be recorded with the CCITT u-law or a-law codec format.)
4.	Check the **I have read and understand the disclaimer** box.
5.	Click the **Continue** button.
6.	Click the **Enable First-Level Extension Dialing** checkbox to allow callers to dial the desired extension immediately following the greeting without waiting for the next level of audio prompts.
7.	Enter an explanation of the menu tree option in the **Description** field for each number that is listed.
8.	Click the **Action** drop- down menu to select the type of treatment for the call. Depending on the Action selected, you may be required to enter additional information in the **Action Data** column.
9.	Proceed to the **After Hours** section.

Diagrams

Figure 36. After Hours Setup (part 3)

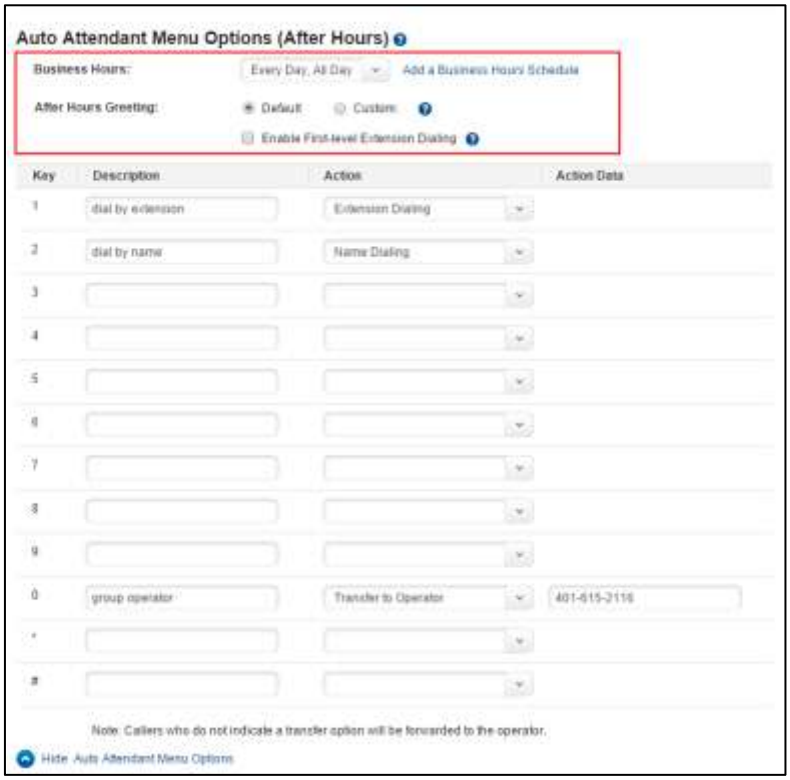
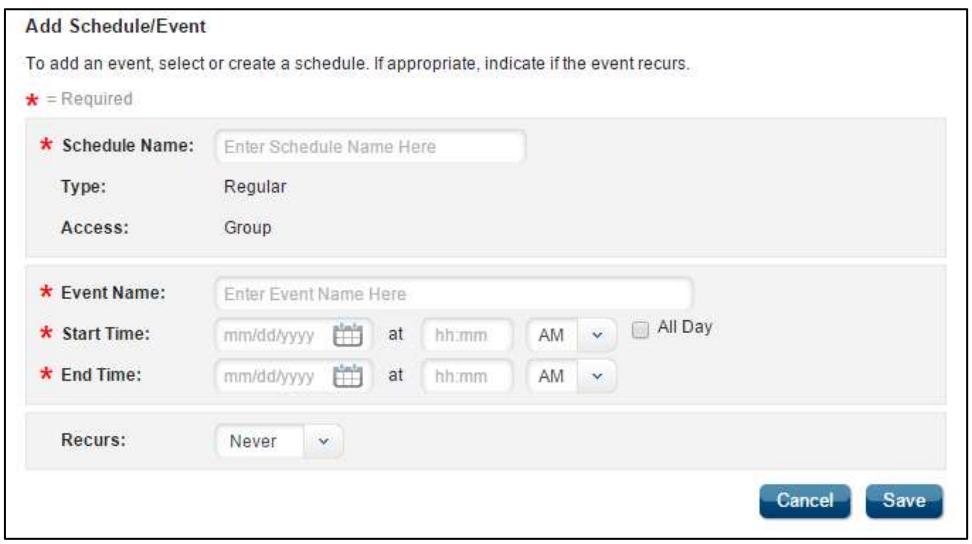


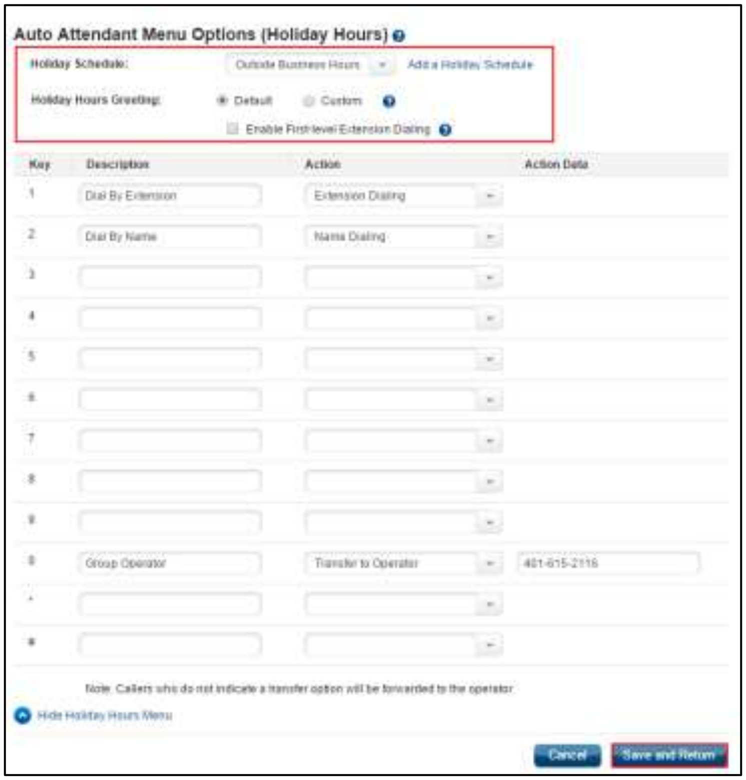
Figure 37. Add Schedule/Event



Use the following steps to add an **After Hours** schedule or event.

Step	Action
1.	Click the **Add a Business Hours Schedule** link. **Result**: The **Add Schedule/Event** dialog box appears.
2.	Enter a name for the schedule in the **Schedule Name** field; e.g., “After 5.”
3.	Enter a name for the event in the **Event Name** field; e.g., “Regular Business Hours.”
4.	Click the **Calendar icon** to enter a start date for your After Hours schedule followed by the time in which you want the time to begin; e.g., 05/01/2015 at 05:00 PM. Repeat this step for the End Time; e.g., 05/02/2015 at 07:59 AM
5.	Click the **Recurs** drop-down menu and select how often you want this schedule to occur; e.g., **Weekly**.
6.	Click the **Save** button.
7.	Select the name of the schedule from the after-hours drop-down menu. (**Note**: See the **Schedules** section to create a new schedule.)
8.	Check the **Default** radio button if you want the standard greeting to play. If you select **Custom** greetings, click the **Change Greeting** link. See Figure 35. **Result**: The **Change Greeting** dialog box appears.
9.	Click the **Browse** button to select a file from a folder on your computer. (**Note**: If you’d prefer to pre-record an audio file, you can hire professionals or use common software. You will need to generate an output file in the .WAV format, with the following recording characteristics: Must be recorded with the CCITT u-law or a-law codec format.)
10.	Click the checkbox to accept the disclaimer.
11.	Click the **Continue** button.
12.	Click the **Enable First-Level Extension Dialing** checkbox to allow callers to dial the desired extension immediately following the greeting without waiting for the next level of audio prompts.
13.	Enter an explanation of the menu tree option in the **Description** field for each number that is listed.
14.	Click the **Action** drop- down menu to select the type of treatment for the call. Depending on the Action selected, you may be required to enter additional information in the **Action Data** column.
15.	Proceed to the **Holiday Hours** section.

Figure 38. Holiday Hours Setup (part 4)



Use the following steps to set up Holiday Hours.

Step	Action
1.	From the **Holiday Schedule** drop-down menu, select the name of the schedule. (**Note**: See the **Schedules** section to create a new schedule.)
2.	Click the **Add a Holiday Schedule** link. **Result**: The **Add Schedule/Event** dialog box appears.
3.	Enter a name for the schedule in the **Schedule Name** field; e.g., “01 Holiday.”
4.	Enter a name for the event in the **Event Name** field; e.g., “New Year’s Day.”
5.	Click the **Calendar icon** to enter a start date for your After Hours schedule followed by the time in which you want the time to begin; e.g., “12/31/2015 at 05:00 PM.” Repeat this step for the End Time; e.g., “01/02/2015 at 07:59 AM.”
6.	Click the **Recurs** drop-down menu and select how often you want this schedule to occur; e.g., **Yearly**.
7.	Click the **Save** button.
8.	Select the Schedule Name from the holiday hours drop-down menu. (**Note**: See the **Schedules** section to create a new schedule.)

9.	Check the **Default** radio button if you want the standard greeting to play. If you select **Custom** greetings, click the **Change Greeting** link. See Figure 35. **Result**: The **Change Greeting** dialog box appears.
10.	Click the **Browse** button to select a file from a folder on your computer. (**Note**: If you'd prefer to pre-record an audio file, you can hire professionals or use common software. You will need to generate an output file in the .WAV format, with the following recording characteristics: Must be recorded with the CCITT u-law or a-law codec format.)
11.	Click the checkbox to accept the disclaimer.
12.	Click the **Continue** button.
13.	Click the **Enable First-Level Extension Dialing** checkbox to allow callers to dial the desired extension immediately following the greeting without waiting for the next level of audio prompts.
14.	Enter an explanation of the menu tree option in the **Description** field for each number that is listed.
15.	Click the **Action** drop- down menu to select the type of treatment for the call. Depending on the Action selected, you may be required to enter additional information in the **Action Data** column.
16.	Click the **Save and Return** button.

Multi-level Auto Attendant

Introduction

There can be multiple Auto Attendants in a group, and they can be organized in a hierarchical fashion to ease call navigation. For instance, the highest level attendant may offer a menu of departments; for example, a bank might set up "Press 1 for Lending, Press 2 for Checking/Savings," and each department can then be front-ended by its own attendant that offers a menu of the available functions. For example, if the caller selects Lending, the options available will be, "Press 1 for Auto Lending. Press 2 for Home Lending."

Note[1]: Sub-menus do not have their own phone number. Incoming calls go through the main line only.

Note[2]: When you create a sub-menu, follow the instructions to record an Auto Attendant message and set up the individual actions for each sub-menu as you would for the primary Auto Attendant (setting up transfers, dial by name, etc.)

How to Set Up Multi-level Auto Attendant

Use the following steps to set up multiple levels of Auto Attendant using the example above.

Step	Action
1.	Log in to **MyAccount** with your **User ID** and **Password**.
2.	Click the **VoiceManager Tools** link in the left navigation bar. **Result**: The **Dashboard** window appears.
3.	Scroll down to the **Call Settings** section and click the **Auto Attendant** link. **Result**: The **Auto Attendant** window appears.

4.

If ...	Then ...
An auto attendant has already been set up	Click the **Edit** link to the right of the auto attendant to which you want to add a submenu.
An auto attendant has not been set up	Refer to the **Auto Attendant** section on page 33 to build an Auto Attendant.

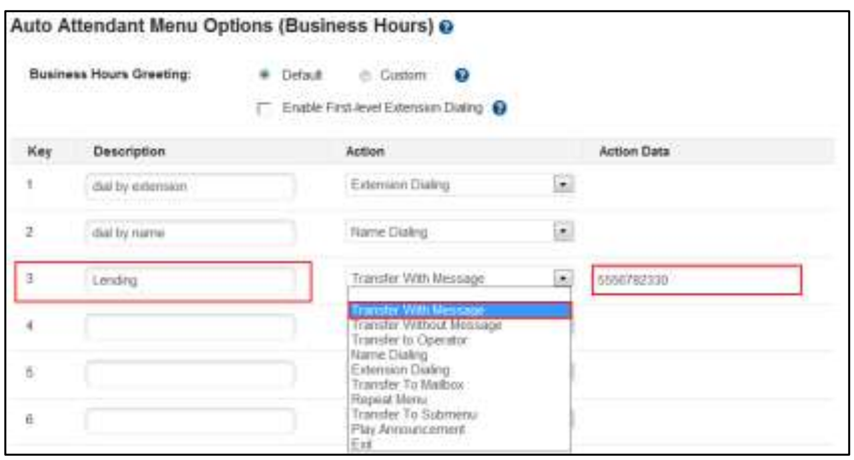
Figure 39. (Existing) Auto Attendant

Note: For the following steps, assume an Auto Attendant has been set up; therefore, press the **Edit** link.

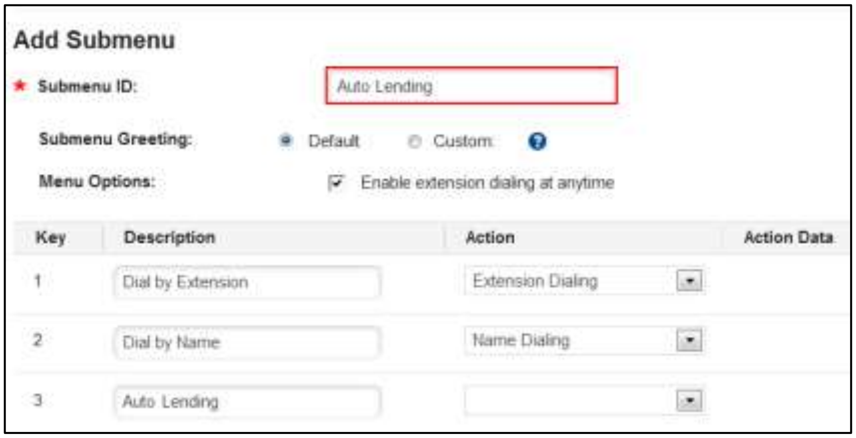
5.

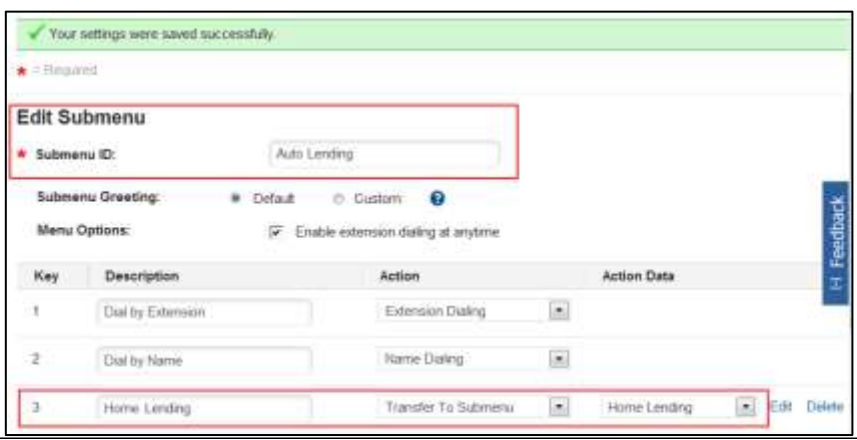
Scroll to the section (**During Business Hours**, **After Hours**, or **Holiday Hours**) in which you want to set up a level of an Auto Attendant and enter a **Description** for the top level of Auto Attendant.

Figure 40. First level of Auto Attendant



Note: In the image above, you will set up "Lending" as a level and when you press "1," the system will transfer the call to the number associated with Lending (555-678-2330). Notice that the **Action** is "**Transfer With Message**." This means that you will then hear a message such as, "Please wait while we transfer your call."

6.	Scroll down and click the **Save and Return** button.
7.	Enter the name of the submenu you want to add in the **Submenu ID** field. In this example, you are adding “Auto Lending” as one of the “Lending” options. **Figure 41. Add Submenu option**  **Figure 42. Submenu option (Auto)** 
8.	From the **Action** column, click the down arrow and select the **Transfer to Submenu** option (Figure 42). **Result**: A field appears to the right in the **Action Data** column.
9.	Click the **Add** link. **Result**: The **Add Submenu** window appears.
10.	Enter a name for the new sub-menu in the **Submenu ID** field.
11.	Scroll to the bottom of the page and click the **Save and Return** button. **Result**: A message appears that states “**Your Settings were Saved Successfully**” and the **Auto Attendant** window reappears.

12.	Scroll to the section (**During Business Hours**, **After Hours**, or **Holiday Hours**) for which you initially created your top level Auto Attendant and notice that: • it is a line item under the **Description** column • the **Transfer To Submenu** option is selected under the **Action** column • the new option is one of the items listed in the **Action Data** drop-down menu **Figure 43. New Submenu item**  In the next step, "Home Lending" will be added as another submenu for "Lending."
13.	Click the **Edit** button to the right of the "Auto Lending" option. **Result**: The **Edit Submenu** window appears.
14.	Enter "Home Lending" in the **Description** field.
15.	Select the **Transfer to Submenu** option and click the **Add** button to the right.
16.	Click the **Save and Return** button at the bottom of the page. **Result**: A message appears that states "**Your settings were saved successfully.**" Notice that "Home Lending" appears as another option. You have now created a "Lending" main menu with two options, "Auto Lending" and "Home Lending." **Figure 44. Second Submenu option** 
17.	To add other options under "Lending," repeat steps 11-14. **Caution**: Be mindful of the number of levels you create. Callers should be able to reach their destination quickly.

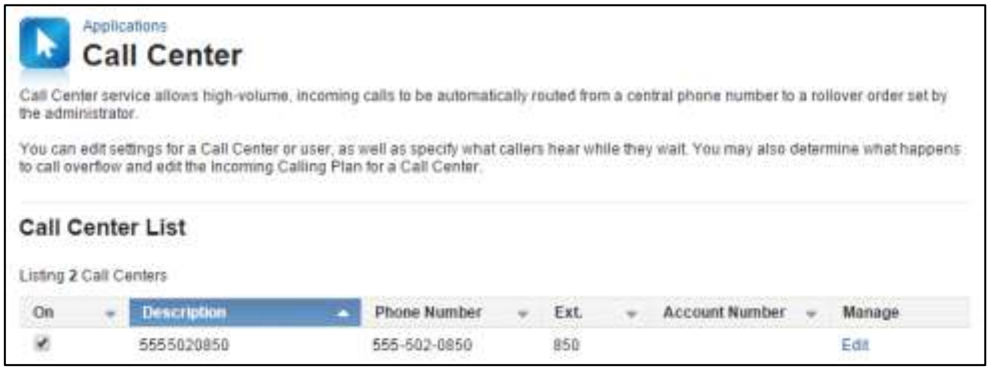
Call Center

Introduction

A **Call Center** allows high-volume incoming calls to be automatically routed from a central phone number to a rollover order that is set by the administrator.

How to Set Up a Call Center

Figure 45. Call Center List



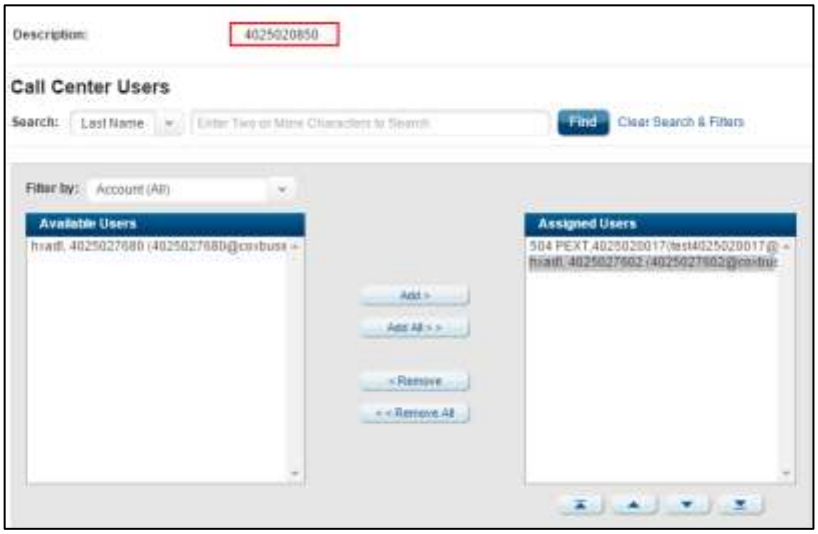
Note: Cox Support sets up Call Centers. If you need a new one, call your local Tech Support.

How to Assign Users to Call Centers

Use the following steps to access the Call Center feature.

Step	Action
1.	Log in to **MyAccount** with your **User ID** and **Password**.
2.	Click the **VoiceManager Tools** link in the left navigation bar. **Result**: The **Dashboard** window appears.
3.	Scroll to the **Applications** section and click the **Call Center** link. **Result**: The **Call Center** window appears.
4.	Click the **Edit** link under the **Manage** column. **Return**: The **Call Center Users** window appears. See Figure 46.

Figure 46. Call Center Users

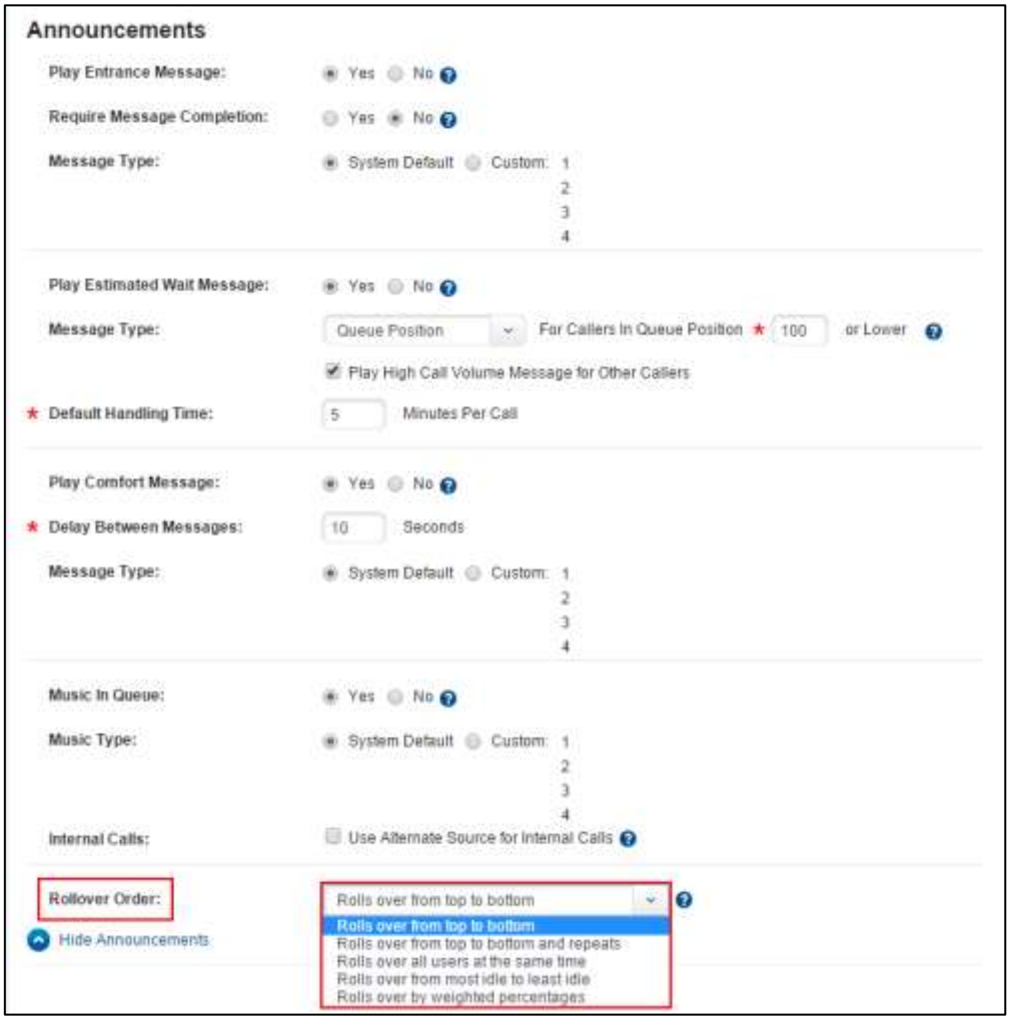


Use the following steps to add users to a call center.

Step	Action
1.	From the **Available Users** panel, click the names of the people you want to assign to the call center. (**Note**: You can add all of the users when you click the **Add All** button, or you can hold down the **Ctrl** button to select multiple users in no particular order in the list. Click and hold down the **Shift** key to select a group of users listed directly below each other.)
2.	When you have added the users, scroll to the bottom of the window and click the **Save and Return** button.

How to Play an Announcement

Figure 47. Announcements page



Use the following steps to play announcements for incoming calls.

Step	Action
1.	If the **Announcements** page is not visible, click the **Show Announcements** link. **Result**: The **Announcements** page appears.
2.	Click the **Yes** radio button to play an **Entrance Message** *if* all the users that you have assigned to the call center are busy. The caller will then be placed on hold and an **Entrance Message** will play such as, “Thank you for calling. Please hold until a representative becomes available.” • From the **Require Message Completion** field, click the **Yes** radio button if you want the message to play in full. Click the **No** button if you do not want the message to play to completion.

	• From the **Message Type** field, select the type of message you want to play. Click the **System Default** radio button if you want a standard message to play or click the **Custom** radio button to play a message that you have tailored for your listeners. If you select **Custom**, **Add** links will appear that allow you to select the .wmv file that you want to use.
3.	From the **Play Estimated Wait Message** field, click the **Yes** radio button if you want to inform your incoming callers of how long they have to wait for their call to be answered or their placement in the queue. • If you select **Estimated Wait Time**, enter a value between 1 and 100 (in minutes) for the maximum wait time associated with callers who will hear that message. • Check the **Play High Call Volume Message for Other Callers** if you want to inform additional incoming callers of an extended wait time. • Enter the number of minutes you want each call to be managed in the **Default Handling Time** field.
4.	From the **Play Comfort Message** field, click the **Yes** radio button if you want callers on hold to hear periodic audio messages after hearing the initial greeting. • Enter the number of seconds you want to expire between messages. • Select whether you want to use the **System Default** music/message or use a tailored **Custom** music/message that the callers will hear during their wait. If you select **Custom**, you will be prompted to **Add** the file. Follow the prompts to do so.

Use the following steps to set the **Music in Queue** message.

Step	Action
1.	From the **Music in Queue** field, click the **Yes** radio button if you want on-hold callers to hear music while they're waiting for their call to be answered.
2.	Select whether you want to use the **System Default** music/message or use a tailored **Custom** music/message that the callers will hear during their wait. If you select **Custom**, you will be prompted to **Add** the file. Follow the prompts to do so.
3.	For **Internal Calls**, you may check the **Use Alternate Source for Internal Calls** box if you want an alternate audio file to play for internal callers.
4.	From the **Rollover Order** drop-down menu, select how unanswered calls will roll over to the Group Call Center. The options are:

	a. Rolls over from top to bottom b. Rolls over from top to bottom and repeats c. Rolls over all users at the same time d. Rolls over from most idle to least idle e. Rolls over by weighted percentages • If you want calls to ring each of the assigned members of a call center in descending order and then go to voicemail or receive a busy signal, select **option A**. • If you want calls to ring each of the assigned members of a call center in descending order, and if all lines are busy, begin at the first user, select **option B**. • If you want calls to ring all available users, select **option C**. • If you want calls to ring the user's phone who has not been engaged in calls recently, select **option D**. • If you want calls to go to users based on their pre-assigned percentages, select **option E**. For example, if you have three users, Alice, Betty, and Charlie, you can "weight" them so that Alice receives 40% of the calls, Betty receives 35% of the calls, and Charlie receives 25% of the calls.

How to Manage Overflow Calls

Figure 48. Overflow Call Treatment

Use the following steps to configure settings for "overflow" incoming calls.

Step	Action
1.	From the **Overflow Action** drop-down menu, choose the type of treatment you want the calls to receive. The options are **Play Busy Tone**, **Transfer call to:** or **Ring Until Caller Hangs Up**.
2.	Check the **Enable overflow after** <x> **seconds** box and enter the number of seconds you want callers to wait before the overflow action selection begins. You can select a number between 1 and 7200.

3.	Select whether you want to use the **System Default** music/message or use a tailored **Custom** music/message that the callers will hear during their wait. If you select **Custom**, you will be prompted to **Add** the file. Follow the prompts to do so.

How to Set the Incoming Calling Plan

Figure 49. Incoming Calling Plan Settings

Use the following steps to establish the Incoming Calling Plan.

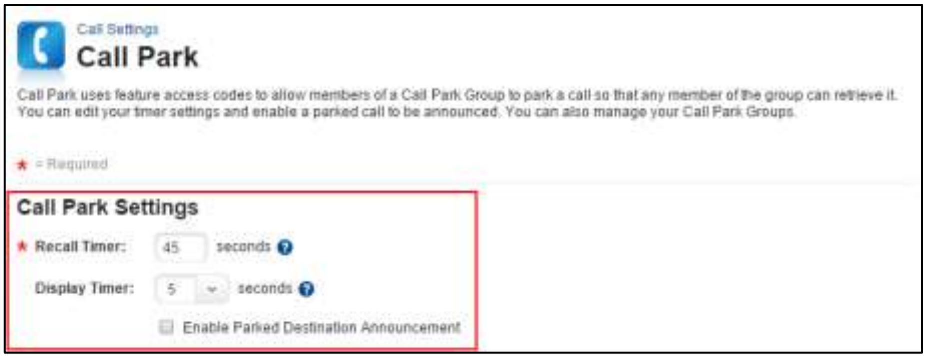
Step	Action
1.	From the **Incoming Calling Plan:** field, click the drop-down menu and select either the **Group** or **Custom Settings** option. (**Note**: See page 61 for steps on how to create an incoming calling plan.)
2.	If you select **Custom Settings**, a table appears that allows you to choose whether you want the plan to apply to an internal group (**Inside Group**). If so, check the box.
3.	If you want to allow external callers (**Outside Group**) to call, click the **Allow transfers** or **Allow always** option. If you do not want external callers to place calls to your business, click the **Never** option. Now, the only calls you will receive will be from internal staff. If you want to allow **Collect Calls** to your business, check the box. In Figure 43, the settings mean that calls from both internal and external parties will be answered, but Collect Calls will not be accepted.
4.	When you have made your selections, click the **Save and Return** button.

Call Park

How to Establish Call Park Settings

Call Park allows you to hold a call for an extended period of time, and then retrieve it from any extension within your group. Call Park is available with the VoiceManager Anywhere package and IP Centrex service.

Figure 50. Call Park Settings



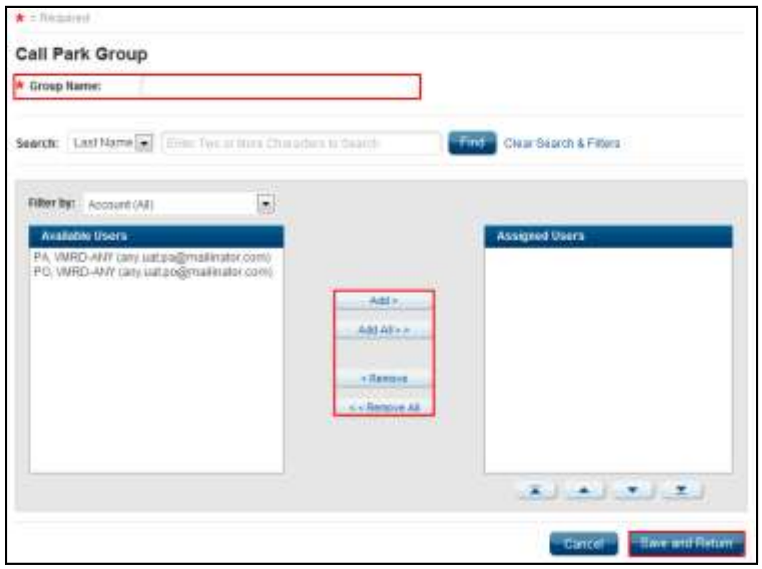
Complete the following steps to establish your Call Park Settings.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Call Settings** tab.
4.	Under the **Holds and Transfers** section, click the **Call Park** link.
5.	Enter the maximum number of seconds (between 30 – 600) that a call can be parked in the **Recall Timer** field before it is redirected.
6.	From the **Display Timer** drop-down menu, select the number of seconds that a parked call displays on a set before it is automatically released.
7.	(Optional) Check the **Enable Parked Destination Announcement** to announce a call that is parked.

How to Manage a Call Park Group

Figure 51. Call Park Group

Figure 52. Call Park Group – Assign/Unassign Users



Complete the following steps to manage a call park group.

Step	Action
1.	Click **Edit** or **Delete** to change or remove an existing Call Park Group and click the **Save** button. Click **Add Call Park Group** to create a new group.
2.	Enter a description in the **Group Name** field.
3.	Click on names from the **Available Users** list.
4.	Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
5.	Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
6.	To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
7.	Click either the **Last Name** or **First Name** option.
8.	Enter the name in the **Search** field.
9.	Click the **Find** button.

10.	Once the list is complete, click the **Save and Return** button. **Result**: A message indicates the Call Park Group was added.

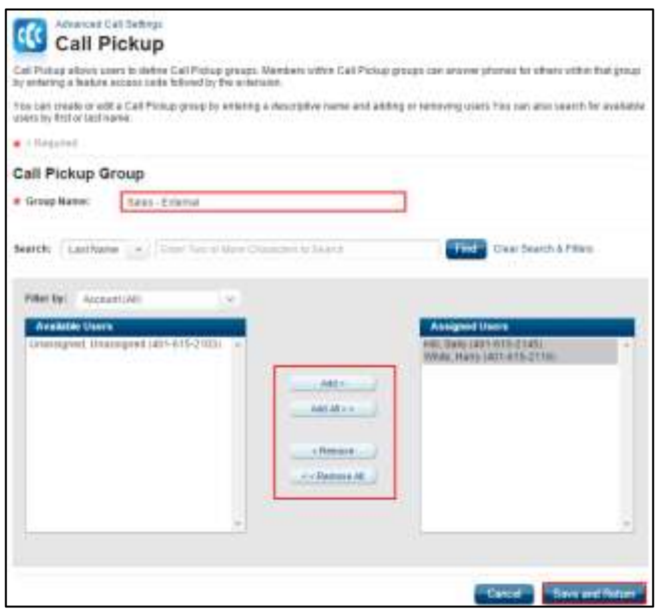
Call Pickup

How to Establish Call Pickup Settings

Call Pickup enables you to answer any line that rings within a Call Pickup Group that you set up. It is available with the VoiceManager Anywhere package and IP Centrex service.

Figure 53. Call Pickup Group

Figure 54. Call Pickup Group – Assign/Unassign Users



Complete the following steps to set up a Call Pickup group.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Advanced Call Settings** tab.
4.	Under the **Team Calling** section, click the **Call Pickup** link.

5.	Click the **Add Call Pickup Group** link.
6.	In the **Group Name** field, enter a name for those who can answer calls for each other.
7.	To add users to a group, click on names from the **Available Users** list.
8.	Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
9.	Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
10.	To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
11.	Click either the **Last Name** or **First Name** option.
12.	Enter the name in the **Search** field.
13.	Click the **Find** button.
14.	Click the **Save and Return** button to complete the process. **Result**: A message indicates your Call Pickup Group was added. It will now be available in the My Call Pickup Group section.

Custom Ringback Group

How to Set Up a Custom Ringback Group

Custom Ringback allows a selected and / or uploaded ringback to play to callers based on a phone number list or a specific time during the day or week.

Figure 55. Custom Ringback

Complete the following steps to set up a Custom Ringback Group.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Call Settings** tab.
4.	Under the **Call Receiving** section, click the **Custom Ringback** link.
Group Ringback:	
1.	Click one of the **Action** radio buttons to select whether or not to **Play Custom Ringback**. If you select **Do Not Play Custom Ringback**, click the **Save** button.
2.	If you click the **Play Custom Ringback** radio button, upload a customized audio file by clicking the **Browse** button and following the prompts.
3.	Click the **Save** button.

Group Night Service

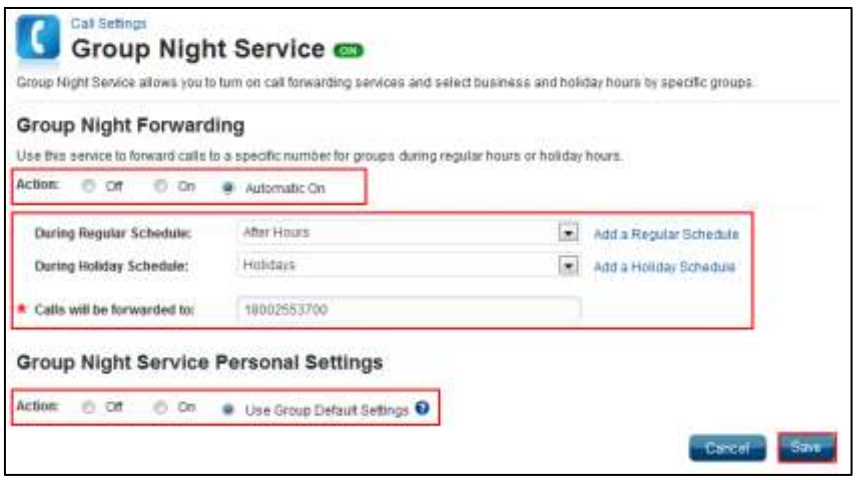
How to Set Up Group Night Service

The **Group Night Service** feature allows all calls to a user to be redirected to a forwarding number, which can be an Auto Attendant or a voice mailbox, when this service is assigned to the user.

The redirection can be activated and deactivated manually at the group level or by a group administrator at the user level. It can also be activated and deactivated automatically by a programmed business hour or holiday schedule.

Note: Once this feature is configured, it is not typically necessary to perform future edits unless the forwarding number changes.

Figure 56. Group Night Service



Complete the following steps to create a Group Night Service.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Call Settings** tab.
4.	Under the **Call Receiving** section, click the **Group Night Service** link. **Result**: The **Group Night Service** window appears.

<table>
<tr><td>5.</td><td>Select the Action you want the Group Night Service to take.
<table>
<tr><th>If ...</th><th>Then ...</th></tr>
<tr><td>You select the Off radio button</td><td>the service will not be activated</td></tr>
<tr><td>You select the On radio button</td><td>the Calls will be forwarded to: field appears. (Note: If you select the On button, you will have to manually activate and deactivate this feature daily. This setting is recommended for businesses that do not have set hours.)</td></tr>
<tr><td>If you click the Automatic On button</td><td>the During Regular Schedule and During Holiday Schedule fields appear. You will need to choose the time schedule from the drop-down menus for which you want the Group Night Service forwarding function to engage.

Note: If a time schedule has not been set up, click the Add Regular Schedule link to create one for regular work days or click the Add Holiday Schedule link to create one for holiday hours. Proceed to the Add Schedule/Event section on the following page.</td></tr>
</table></td></tr>
<tr><td>6.</td><td>Enter the phone number to which you want calls to go after hours. (Note: If you select this option, you will have to access this field daily to activate and deactivate the feature.)

Note: Enter *55 as a prefix to the number or extension if you want all calls to automatically go to that number’s voicemail; e.g., *5518002553700.</td></tr>
<tr><td>7.</td><td>As an admin, you can also configure (override) the user’s Group Night Service Personal Settings section, too.

If you are not an admin, you can turn on or off the action, via the radio buttons, or click the Use Group Default Settings radio.</td></tr>
<tr><td>8.</td><td>Click the Save button.</td></tr>
</table>

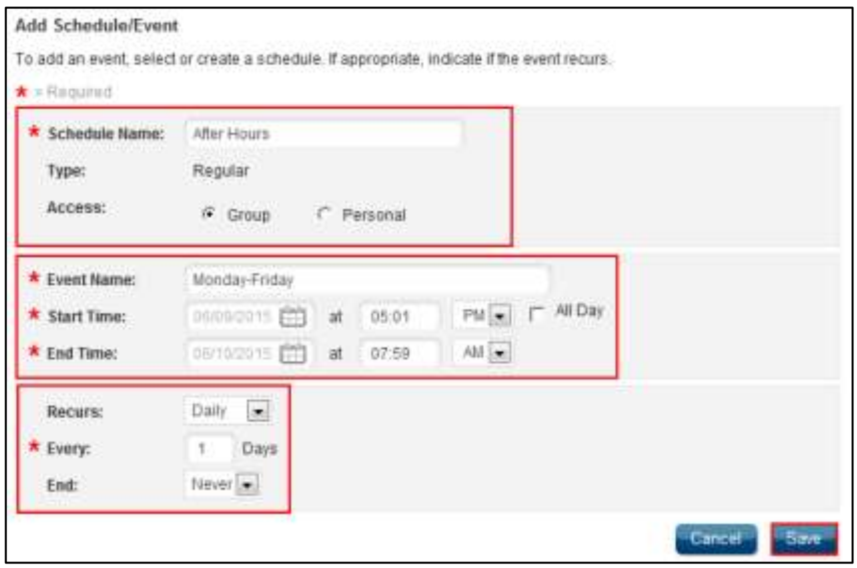
Add Schedule/Event

Follow the steps in this section *only* if you need to Add a [time] schedule for Regular or Holiday hours for the Group Night Service feature.

How to Set Up a Time Schedule/Event

Step	Action
1.	Follow steps 1-4 above.
2.	From the **Action** section, click the **Automatic On** radio button. **Result**: The **During Regular Schedule** and **During Holiday Schedule** fields appear.
3.	Click the **Add a Regular Schedule** (or **Add a Holiday Schedule** link). **Result**: The **Add Schedule/Event** window appears.

Figure 57. Add/Schedule Event



4.	Enter a name for the time schedule in the **Schedule Name** field; e.g., “After Hours” (Regular) or “Normal Holiday” (Holiday).
5.	From the **Access** field, click the radio button to define the type of user who will use this schedule—**Group** or **Personal**. In our example, we have selected Group to indicate the After Hours schedule applies to multiple users.
6.	Enter a description of the event in the **Event Name** field; e.g., “Monday-Friday” (Regular) or “Independence Day” (Holiday).
7.	From the **Start Time** field, click the calendar icon and click the date you want the schedule to begin. Next, enter the time you want the schedule to begin in the HH:MM format. Select **AM** or **PM** from the drop-down menu. Repeat this step for the **End Time** field. (**Note**: Check the **All Day** box if the event lasts 24 hours.)

8.	From the **Recurs:** drop-down menu, select the pattern of recurrence. The options are **Never**, **Daily**, **Weekly**, **Monthly**, **Yearly**. For a "regular business week," After Hours' time schedule, you would select "Daily" as the recurrence time.
9.	Enter the number of days for the pattern in the **Every:** [x] **Days** field. In our example, you would set the value to "1."
10.	From the **End:** drop-down menu, select an option to designate when the event's hours will end. The options are **Never**, **Date**, and **After**. (**Note**: If you select **Date** or **After**, you will be prompted to enter additional details.)
11.	Click the **Save** button. **Result**: The option appears in the **During Regular Schedule** or **During Holiday Schedule** drop-down menu.

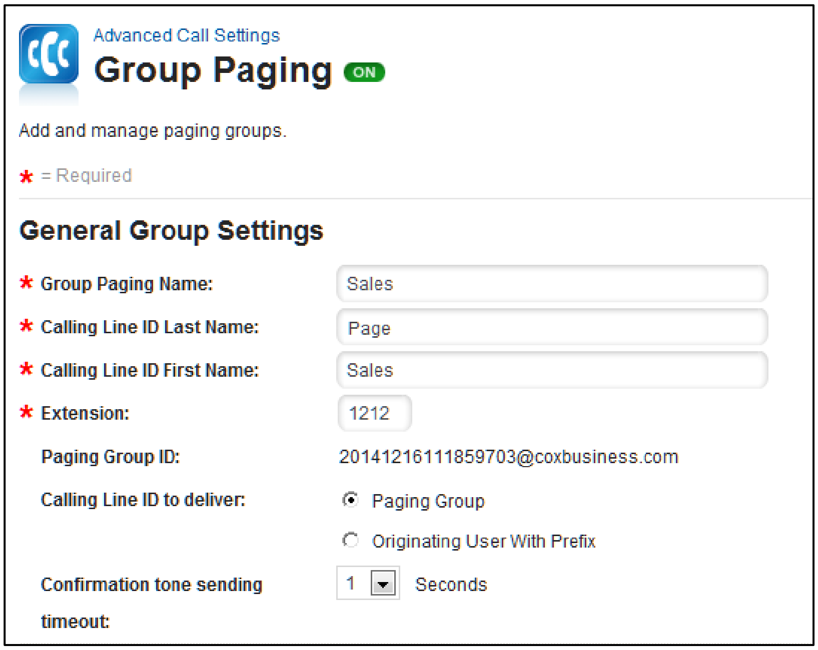
Group Paging

How to Set Up Group Paging

The **Group Paging** feature allows you to use one-directional paging to a pre-defined group of users when you dial a group paging directory number or an extension. This service alerts the group and connects them into a multi-way conference with the originator when the group paging directory number is dialed.

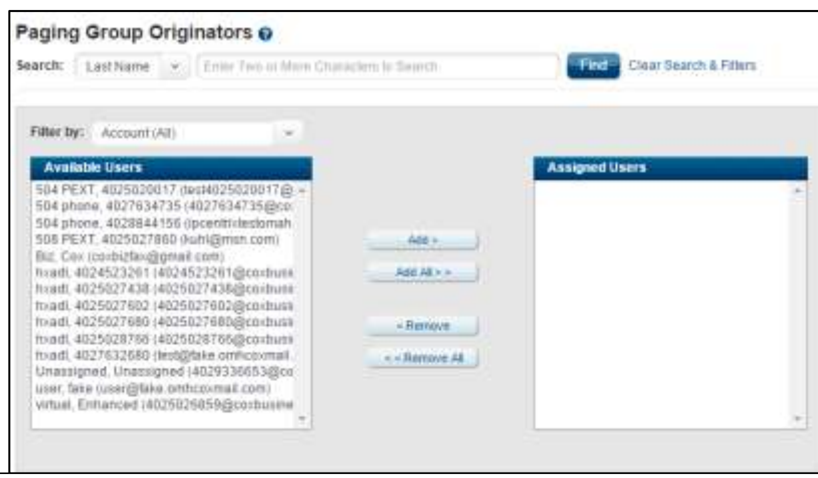
Note: This feature is usually set up during install.

Figure 58. Group Paging



Complete the following steps to configure Group Paging.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Advanced Call Settings** tab.
4.	Under the **Team Calling** section, click the **Group Paging** link. **Result**: The **Group Paging** window appears.
5.	Enter the name of the group that is to receive pages in the **Group Paging Name** field.
6.	For the **Calling Line ID Last Name** field and **Calling Line ID First Name**; enter values that will make sense for the group that is being paged. In Figure 57, if Sales is the group paging name, you can have the ID be “Sales Page.” This is the name that will display to paging recipients when one is initiated.

7.	From the **Extension** field, enter up to a four digit value that the person can dial to send a page to the group. (**Note**: You can leave the **Paging Group ID** default setting if you wish.)
8.	The **Calling ID to deliver**: field determines how the paging group alerts the group members. You have two options. Select the radio button for **Paging Group** if you want the group's phone number to appear as the caller ID; or select the **Originating User with Prefix** if you want the caller ID of the person who is alerting the group to display. This option can be used with a (configurable) prefix to the number.
9.	The number of seconds in the **Confirmation tone sending timeout:** field sets the amount of time that passes before an alert indicates to the announcer of the page that they can start talking. Do not change the default value of "**1**" **Seconds** in the **Confirmation tone sending timeout:** field.
10.	Scroll to the bottom of the page and click the **Save and Continue** button.
11.	From the **Paging Group Originators** section, select John Doe's name (who you designated to send pages in the previous section) from the **Available Users** panel. **Figure 59. Paging Group Originators panels** 
13.	Click the **Add** button to move him to the **Assigned Users** panel. (**Note**: If you want everyone to be an Assigned Users panel, click the **Add All** button.)
14.	From the **Paging Group Recipients** section, select the members to whom you want to receive the page in the **Available Users** panel and move them to the **Assigned Users** panel.
15.	Click the **Save and Return** button.

Hunting and Series Completion

Hunt Group Caller ID

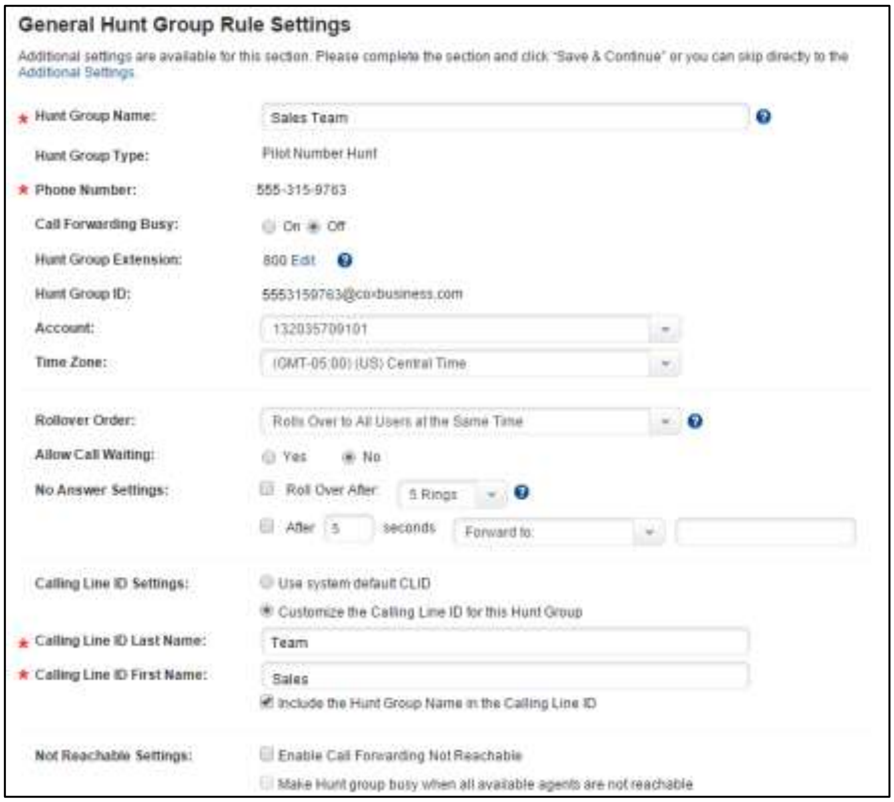
How to Edit a Hunting Group

Hunting is a manner in which customers' calls are routed to a team of users based on the type of hunting established. The types are Series Completion, Directory Number, and Pilot.

Note: Cox Field Service Technicians set up Hunt Groups. This section discusses how to edit the groups.

Hunt Group Caller ID

Figure 60. General Hunt Group Rule Settings



Complete the following steps to edit an existing hunt group.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Advanced Call Settings** tab.
4.	Click the **Hunting and Series Completion** link. **Result**: The **Hunting and Series Completion** window appears.
5.	Click the **Edit** link of the rule you wish to modify.

6.	Click the **Show General Hunt Group Rule Settings** link.
7.	Enter the name of the hunt group in the **Hunt Group Name** field. This description will appear in the Caller ID field; therefore, we recommend a short value.
8.	From the **Call Forwarding Busy** field, click the **On** radio button to forward calls to another number when the line is busy. Click the **Off** button if you do not want to forward calls.
9.	Leave the **Hunt Group Extension** to the default value or change it or click the **Edit** button to modify. The extension will automatically match the last 3 digits of a selected phone number.
10.	From the **Account** drop-down menu, select the MyAccount [account] to which this hunt group rule applies.
11.	Click the **Time Zone** drop-down menu to select the timing to apply to the rule.
12.	From the **Rollover Order** drop-down menu, select how unanswered calls will roll over to the Group Call Center. The options are: a. Rolls over from top to bottom b. Rolls over from top to bottom and repeats c. Rolls over all users at the same time d. Rolls over from most idle to least idle e. Rolls over by weighted percentages • If you want calls to ring each of the assigned members of a call center in descending order and then go to voicemail or receive a busy signal, select **option A**. • If you want calls to ring each of the assigned members of a call center in descending order, and if all lines are busy, begin at the first user, select **option B**. • If you want calls to ring all available users, select **option C**. • If you want calls to ring the user's phone who has not been engaged in calls recently, select **option D**. • If you want calls to go to users based on their pre-assigned percentages, select **option E**. For example, if you have three users, Alice, Betty, and Charlie, you can "weight" them so that Alice receives 40% of the calls, Betty receives 35% of the calls, and Charlie receives 25% of the calls.
13.	From the **Allow Call Waiting** field, click the **Yes** radio button to activate the feature or **No** to prevent call waiting.
14.	From the **No Answer Settings**, click the **Roll Over After** checkbox and enter the number of rings you want to occur before the call goes to voicemail. You may check the **After** box and enter the number of seconds before the call goes to voicemail.
15.	Click the adjacent drop-down menu to select **Forward to Cox VoiceMail** or **Forward to** and enter a number to which the calls will go.

16.	From the **Calling Line ID Settings** field, click the radio button to **Use** [the] **system default CLID** or click the radio button to **Customize the Calling Line ID for this Hunt Group**. If you select the customize option, enter the last and first name of the hunt group in the **Calling Line ID Last Name** and **Calling Line ID First Name** fields.
17.	From the **Include the Hunt Group Name in the Calling Line ID** field, check the box if you want the Hunt Group Name to appear on the Caller ID Line for incoming calls.
18.	From the **Not Reachable Settings:** field, check the **Enable Call Forwarding Not Reachable** box if you want unanswered calls to go to the pre-defined phone number for unreachable calls. If you want the caller to receive a busy tone if all agents are busy, check the **Make Hunt group busy when all available agents are not reachable** box.
19.	Click the **Show Hunt Group Users** link.
20.	Click names from the **Available Users** list that you want to assign to the hunt group.
21.	Click the **Add** or **Add All** buttons to move one, a few, or all users to the **Assigned Users** list.
22.	Click the **Save and Continue** button.

Diagrams

Figure 61. Hunting and Series Completion Configuration

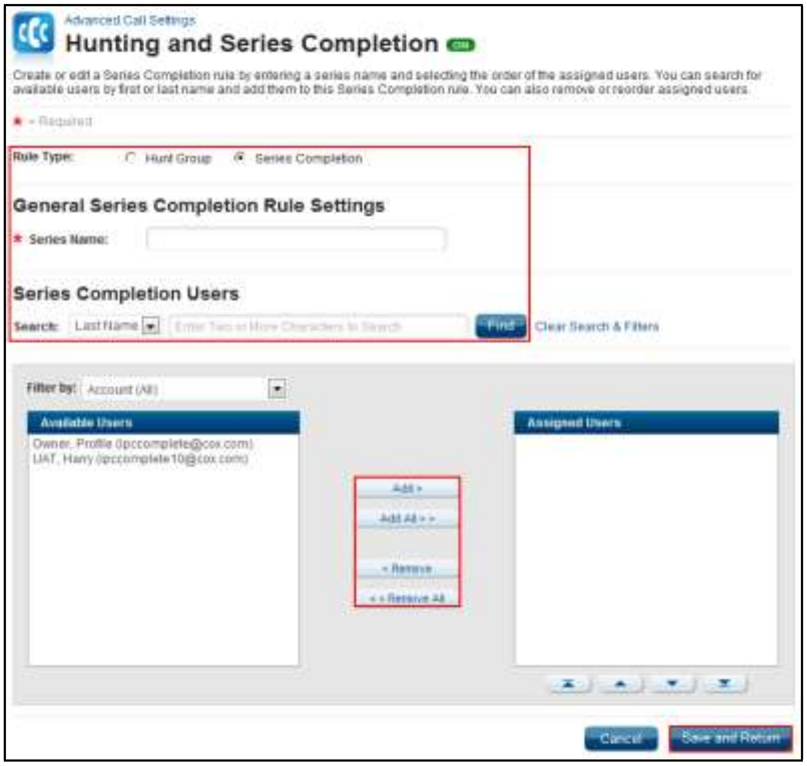
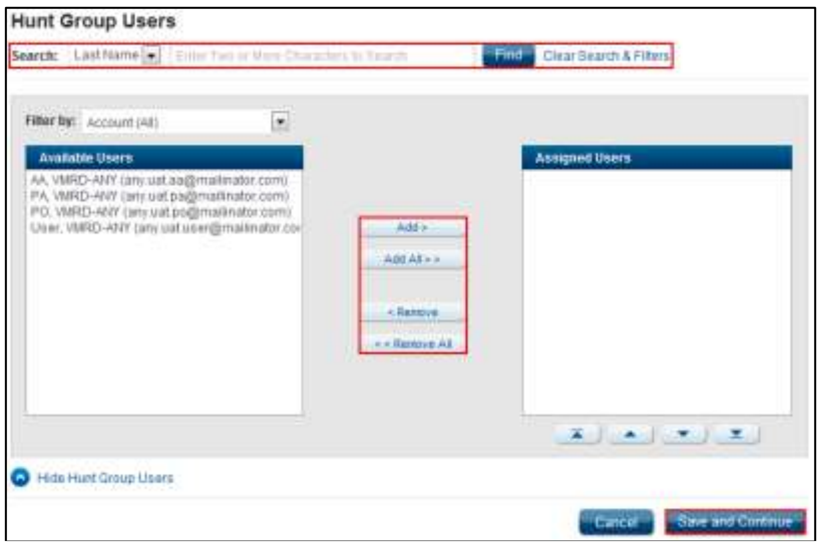
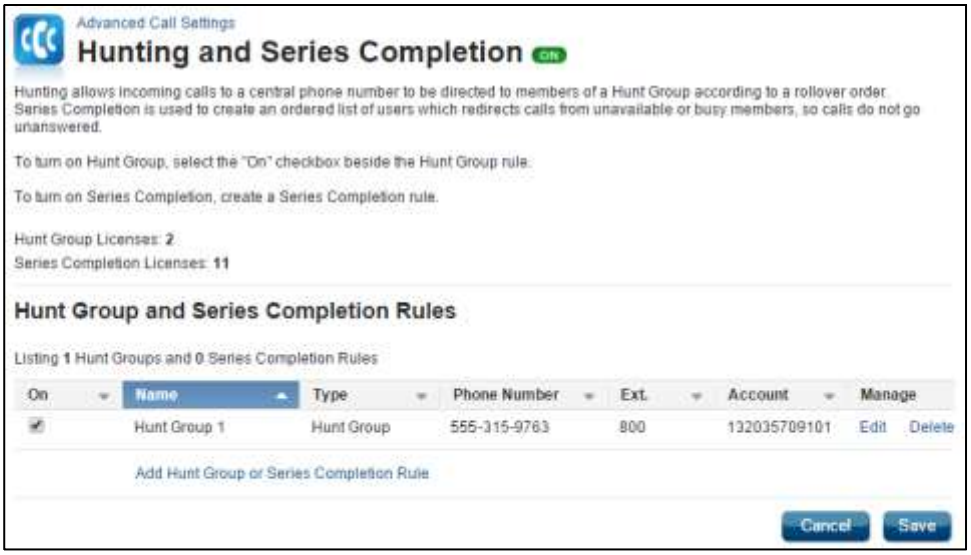


Figure 62. Hunt Group Users



How to Assign Users to a Hunt/Series Completion Group

Figure 63. Hunting and Series Completion Rules



Step	Action
23.	Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
24.	To find a user that is not in the Available Users list, click the **Search** drop-down menu.
25.	Click either the **Last Name** or **First Name** option.
26.	Enter the name in the **Search** field.
27.	Click the **Find** button.
28.	Click the **Save and Continue** button.
29.	To change or cancel an existing rule, click the **Edit** or **Delete** link next to the rule.
30.	Click the **Save and Continue** button.
31.	Click the checkbox next to the **Hunt Group** or **Series Completion Rule** to activate the feature.
32.	To create a Series Completion Rule, follow steps #1-5 under Create / Edit a Hunt Group, selecting the radio button for Series Completion in step 5.
33.	Enter a descriptive title in the **Series Name** field.
34.	Click the drop-down menu next to Search, selecting **Last Name** or **First Name**, and enter the name in the field provided.
35.	Click names in **Available Users**, then click **Add** or **Add All**, depending on the users selected.
36.	To remove users from a group, click **Remove** or **Remove All** to move users back to **Available Users** list.
37.	Click the **Save and Continue** button to return to the previous

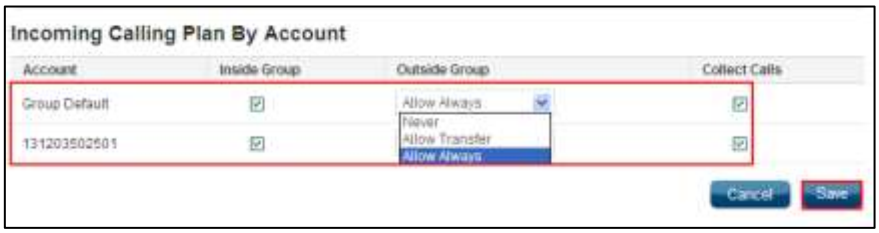
	screen.
38.	Click the checkbox next to the **Series Completion Rule** to activate the feature.
39.	Click the **Save** button.

Incoming Calling Plan (Group or Account)

How to Set Up an Incoming Calling Plan for a Group or Account

Incoming Calling Plan allows you to manage the way incoming calls are received by your groups or accounts.

Figure 64. Incoming Calling Plan By Account (Group)



Complete the following steps to create an Incoming Calling Plan by Account.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & System Management** tab.
4.	Under the **Call Access** section, click the **Incoming Calling Plan** link.
5.	Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
6.	Click the **Outside Group** drop-down menu to select when members of an account can receive and transfer calls from others. The options are: **Never**, **All Transfer**, and **Allow Always**.
7.	Click the **Collect Calls** checkbox to define whether members of the account can accept incoming collect calls.
8.	Click the **Save** button. **Result**: A message indicates the Incoming Calling Plan saved successfully.

Incoming Calling Plan (User)

How to Set Up an Incoming Calling Plan for a User

Complete the following steps to set up an Incoming Calling Plan for a User.

Figure 65. Incoming Calling Plan By Account (User)

Complete the following steps to create an Incoming Calling Plan by Account.

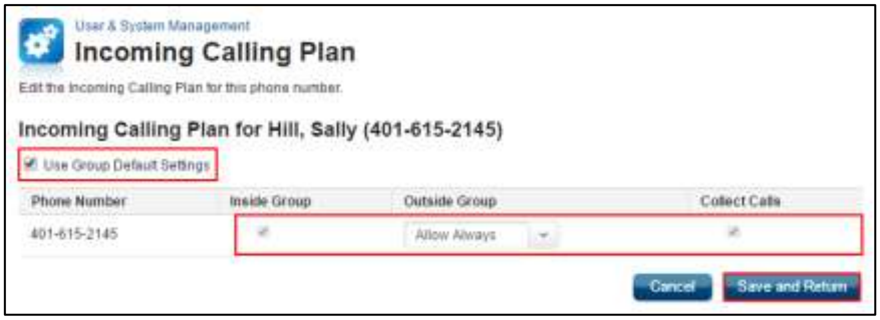
Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & System Management** tab.
4.	Under the **Call Access** section, click the **Incoming Calling Plan** link.
5.	Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
6.	Click the **Outside Group** drop-down menu to select when members of an account can receive and transfer calls from others. The options are: **Never**, **All Transfer**, and **Allow Always**.
7.	Click the **Collect Calls** checkbox to define whether members of the account can accept incoming collect calls.
8.	Click the **Save** button. **Result**: A message indicates the Incoming Calling Plan saved successfully.

Incoming Calling Plan (User)

How to Edit an Incoming Calling Plan for a User

Complete the following steps to set up an Incoming Calling Plan for a user.

Figure 66. Incoming Calling Plan By User



Complete the following steps to edit an Incoming Calling Plan for a user.

Step	Action
1.	Follow steps 1-4 from Incoming Calling Plan for a User.
2.	Scroll to the **Incoming Calling Plan by User** section and click the **Show Users** link to view the list of users.
3.	Locate a specific user by entering values in the **Search** fields, or view all users.
4.	Click the **Edit** link to the right of the user you want to modify.
5.	Follow steps 5-7 of the Incoming Calling Plan for a user.
6.	Click the **Save and Return** button. **Result**: A message displays that the Incoming Calling Plan is saved.

Instant Group Call

How to Set up an Instant Group Call

Instant Group Call allows creation and management of groups of users that can be called simultaneously for a conference call. Instant Group Call is available with the VoiceManager Anywhere package and the IP Centrex service.

Figure 67. Instant Group Call Setup

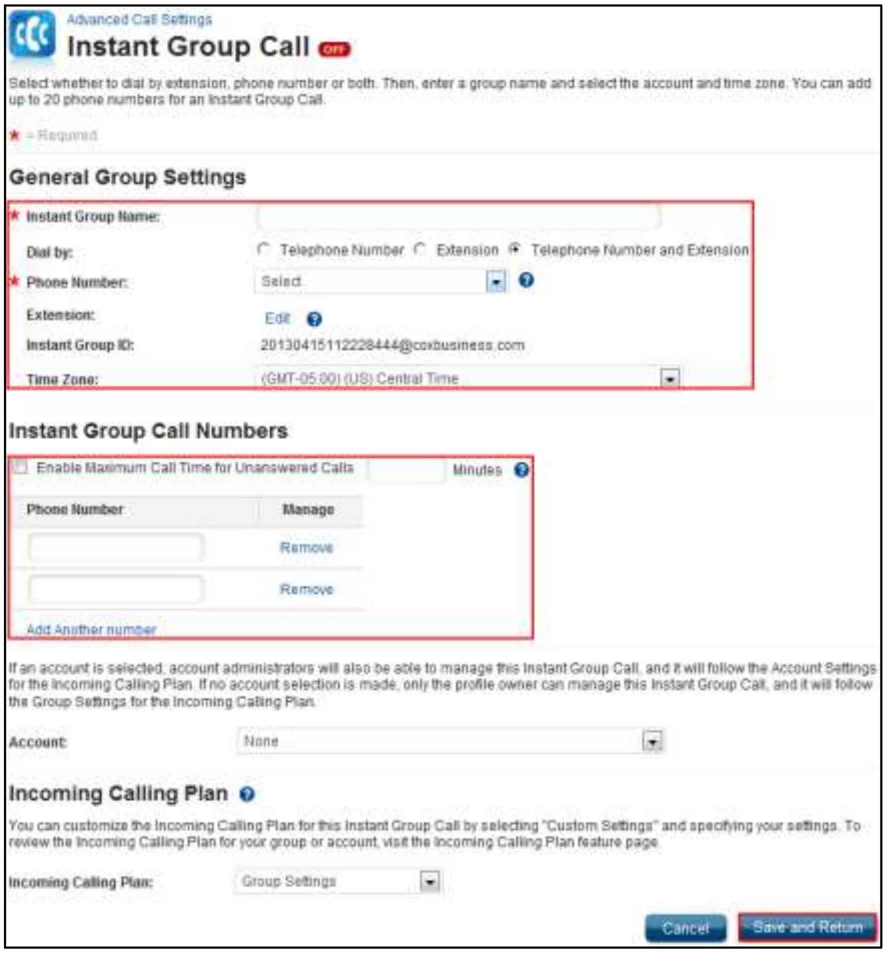


Figure 68. Instant Group Call Edit/Delete

Use the following steps to set up an Instant Group Call.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Advanced Call Settings** tab.
4.	Under the **Team Calling** section, click the **Instant Group Call** link.
5.	To create or add a group, click the **Add Instant Group Call Group** link.
6.	Enter a description in the **Instant Group Name** field.
7.	Click the appropriate radio button to choose whether to **Dial by Telephone Number**, **Extension**, or both **Telephone Number and Extension**. Click the **Phone Number** drop-down menu to select the number for the group. The Extension automatically matches the last four digits of the phone number, but you can edit it to any four-digit number. The Instant Group ID is populated based on phone number and extension.
8.	Click the **Time Zone** drop-down menu and select the correct time.
9.	Click the checkbox if you would like to **Enable Maximum Call Time for Unanswered Call** and enter a maximum number of minutes.
10.	Click the **Add Another Number** link and enter up to 20 phone numbers for an Instant Group Call.
11.	Click the **Clear** or **Remove** link to delete phone numbers from the list. If you select an Account from the drop-down menu, Account Administrators can also manage this Instant Group Call group and it will follow the Account Settings for the Incoming Calling Plan. If no account is selected, only the Profile Owner can manage this Instant Group Call group and it will follow the Group Settings for the Incoming Calling Plan.
12.	Click the **Incoming Calling Plan** drop-down menu and select **Custom Settings** or **Group Settings**. Choose Custom Settings to customize the Incoming Calling Plan for this Instant Group Call group; otherwise, choose the Group Settings.
13.	Click the **Save and Return** button to save your changes and return to the previous screen. **Result**: A message Indicates your Instant Group Call added successfully.

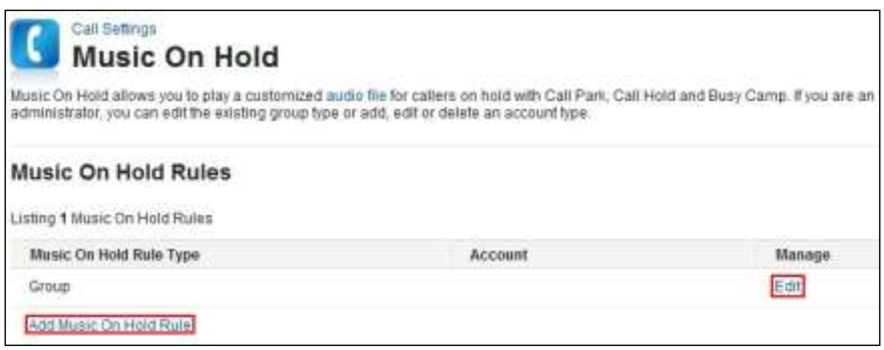
Music On Hold

How to Set Music on Hold

Music On Hold plays music or messaging for callers who are waiting to have their calls answered. This feature can be used with Call Park, Call Waiting, Call Hold, and Busy Camp.

Figure 69. Music On Hold Rule

Figure 70. Add (Edit) Music On Hold Rule



Complete the following steps to set up the Music on Hold feature.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Call Settings** tab.
4.	Under the **Holds and Transfers** section, click the **Music On**.
5.	Click the **On** checkbox to activate Music On Hold. (**Note**: Selecting **Off** overrides any group setting already selected and deactivates the feature.)
6.	Select the **Music Type - Group-Defined Music** or **Custom**.

7.	Group-Defined Music is set for the entire organization. Custom Music enables uploading an audio file that will replace the Group-Defined audio.
8.	Click the **Select Audio** or **Change Audio** link to change a custom .wmv file.
9.	Click **Browse** to find the desired audio file...
10.	Click the checkbox to accept the disclaimer.
11.	Click the **Continue** button.
12.	Click the **Internal Calls** checkbox for music to play for Internal Calls.
13.	Click the **System Default** or **Custom** radio button for music choice.
14.	For Custom music, repeat steps #7-10.
15.	Click the **Save and Return** button.

Note: There are several ways to produce custom audio recording, for use in the VoiceManager portal. The primary method is over the phone, using the Voice Portal feature. Instructions for this are clearly listed in the VoiceManager Administrator guide.

If you’d prefer to pre-record an audio file, you can hire professionals or use common software. You will need to generate an output file in the .WAV format, with the following recording characteristics:

Must be recorded with the CCITT u-law or a-law codec format.

After saving this file, it can be uploaded through the VoiceManager portal.

Outgoing Calling Plan (Group)

How to Configure an Outgoing Calling Plan

Outgoing Calling Plan allows you to restrict the types of outgoing calls by a phone number that may be dedicated to a group of users. For example, you may establish an outgoing calling plan for Customer Sales to prevent them from dialing 900 numbers.

Figure 71. Outgoing Calling Plan

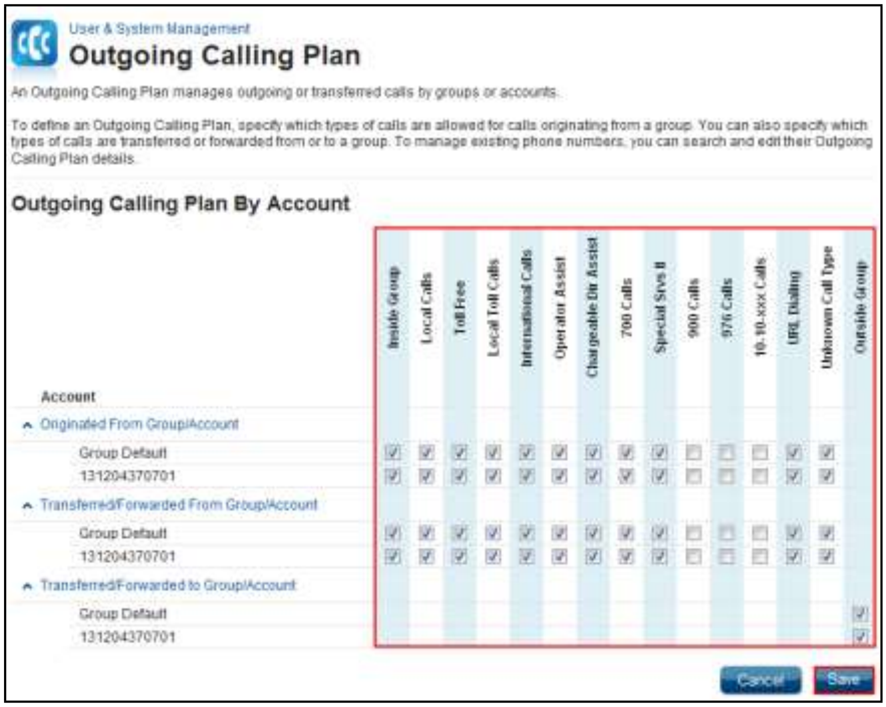
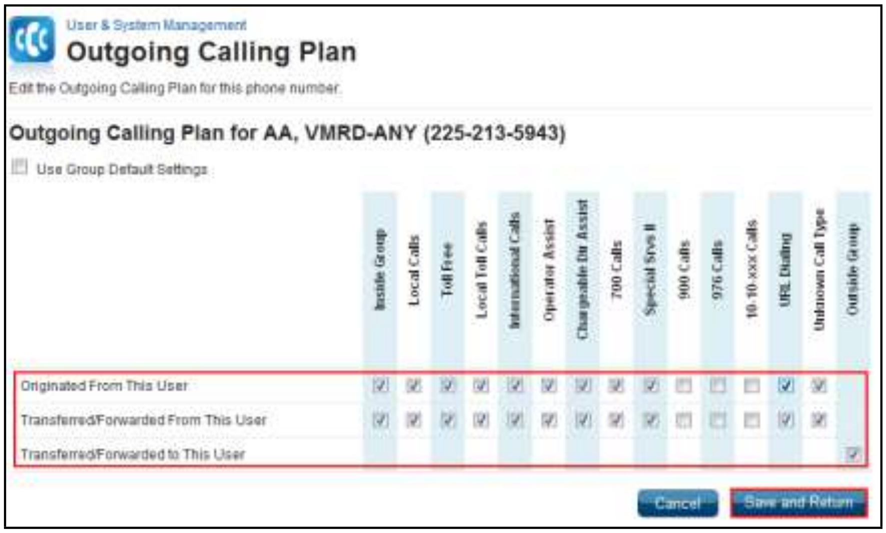


Figure 72. Outgoing Calling Plan by User

Figure 73. Edit Outgoing Calling Plan



Complete the following steps to set up an Outgoing Calling Plan for your group.

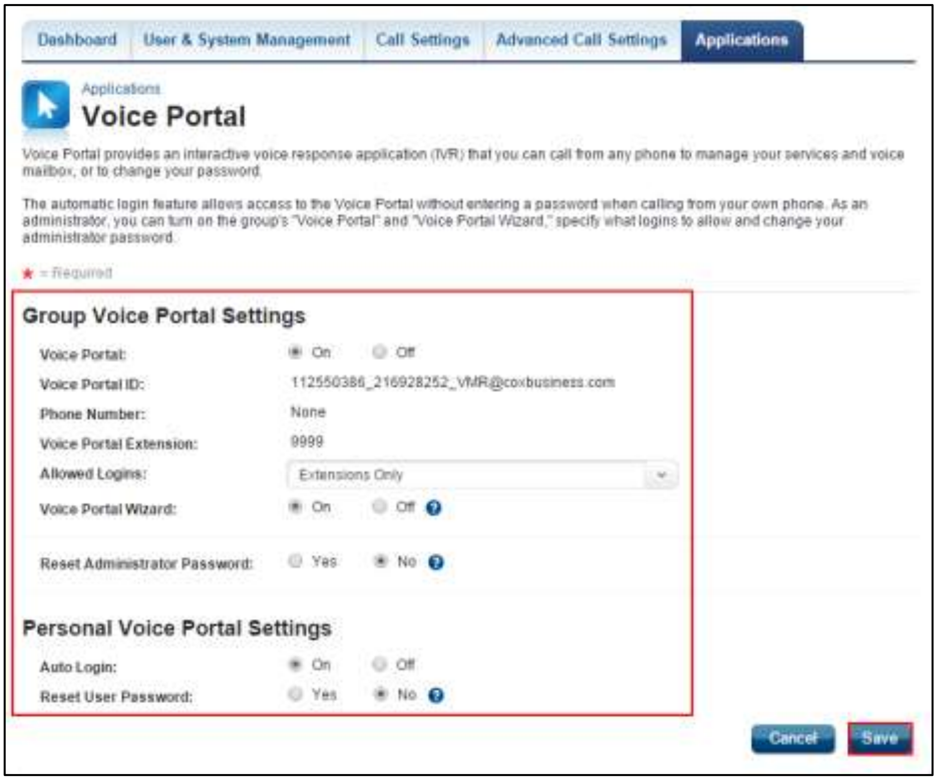
Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **User & System Management** tab.
4.	Under the Call Access section, click the **Outgoing Calling Plan** link.
5.	Under the **Outgoing Calling Plan By User** section, click the **Show Users** drop-down menu.
6.	Locate an employee from the User Name list, or Search by entering a first name, last name, phone number, or email address in the drop down space provided to edit an existing call plan.
7.	Click the **Edit** link.
8.	Click the Outgoing Calling Plan checkboxes to select or deselect the call types listed.
9.	Click the **Save and Return** button.

Voice Portal – Administrator

Introduction

Voice Portal provides an interactive voice response application that you can call from any phone to manage services, voice mailboxes, or change passwords.

Figure 74. Voice Portal



How to Set Up the Voice Portal

Complete the following steps to set up your company's Voice Portal.

Step	Action
1.	Log in to **VoiceManager MyAccount**.
2.	Click the **VoiceManager Tools** menu in the left navigation bar.
3.	Click the **Applications** tab.
4.	Under the **General Applications** section, click the **Voice Portal** link. (**Note**: In order for employees to access Voice Portal, Administrators must click the Voice Portal On radio button under Group Voice Portal Settings to activate the feature.)
5.	Under **Personal Voice Portal Settings**, click the **Auto Login On** radio button to access Voice Portal without entering a password when calling from your own phone. (**Note**: You can now dial 9999 to access Voice Portal from your office phone.)
6.	Click the **Reset User Password Yes** radio button to change an existing password.
7.	Enter the **New Password** in the field provided.
8.	Re-enter the password in the **Confirm New Password** field.
9.	Click the **Save** button.
10.	Administrators may also use this section to Reset Administrator Passwords. Click the **Yes** checkbox and enter the new password. (**Note**: To access Voice Portal from an external line, dial the outside Voice Portal number provided to your company by Cox and enter your 10-digit office telephone number and password. There are five edit options from which to choose.)