

IP Centrex Administrator Guide

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Accessing MyAccount

First-Time Users

- Introduction As a first time user to the Cox Business VoiceManager IP Centrex application, you will receive a welcome email from <u>myaccount@coxbusiness.com</u> 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

MyAccount Resource Center	
Welcome to MyAccount Login	User ID
Get access to easy-to-use tools to help you set up and self- manage your Cox Business Account. This is one of many upcoming enhancements to help improve the way you	Password
access your features, services and account information.	Remember User ID
Manage your Cox Business services Access your Cox Business Email View or pay your bill online Access Voice and Data Tools	No Account? Register now! Forgot Password Need help signing in?
And much more!	

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

1

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 Figu

Figure 3. Reset Password link

FORGOT PASSWORD		
Forgot your password? Enter your E-m	ail address and we will send you a new one.	
E-mail Address		Reset Password
If you do not receive your password sh	ortly or need any additional help. Please contact Customer St	upport at 1-866-272-5777.

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

	Online Account Manapement
(in Vg Aumath Nore in Profile Administration in Charge Research.
Contact Support	For security purposes, it is suggested that you frequently update your password and do not share it with anyone Your password must factow the factowing rules.
Ny Account • Voicellanager Toom	Entriem 8 and 24 characters long, Mast industrial transitions at least one where number May include juscification characters. May include juscification characters. May include juscification at the number "juscies.com"
Ilata Toola • Viewilhay Bill •	May not be your unergame Emerge your Account Passworks
Profile Administration +	* demotes required field
Add Amment	Current Password?
Debite Account	Netwo Passaroot #
Harapa Daara/Roba/Accta	Earthre Reast Passion P
Creine Backup	



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.

	+ Wy Account Hame			
Contact Support				
1.856-373-6777	HOME			
Myhcone				
dy Account	- Online Profile Information			
Edit Los alten	Profile Owner:	a constant and		-
quiate Contacts	Mary Brown	Cox Business		
	Primary Office Number: 555-513-3384	service features	available:	
Amage Account Access	Email Address: ipcantrexD1@cox.com	1.4.2		
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loiceManager Tools				
leta Tools		Team About Internet Cale	way & Goast White	
Stilling Tools				_
	ACCOUNTS ASSOCIATED WITH YOUR ONLI			
	Contract Management (1997)			
	Showing 10 • antises	Search		
	Showing 10 • entries Account & Account Name +	Accuunt Location	Type :	Status :
		NORMAN -	Type :: Business	Status : Active

Figure 5. MyAccount Page (sample)



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VoiceManager ^{ss}	Log in an a different lower >:	Need More Help? Senten Enutio Caccem Find your resemut Biolick Center
Package: IP Centros Congléte		Service and 147 Phone Support
Octobered User & System Management Call Settings Adversed Call	Settings Applications	Additional Contacts Lacal Vibrowitan
Dashboard		
Getting Started with VoiceManager	-	VoiceManager Support
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Applications	Top Features	
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	View More Pasters #	

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	You can manage group and uset pathage Indels like Makeys and calling permission. Call Settings Passing gasity carciner serves is important to year success. Castantics where to another indexed calls are delively and antenna year prove expansion. Advanced Call Settings Drawn that year contrasts always get through with fluctuate that asternatically render to take of the other.	Markge Hore Numbers Outgoet Carloy Plan Feature Access Carles Vew Nove Features Top Features Auto Alexadort Call Ferenting Top Features Hanting and Series Completion Needla Ofice Needla Ofice Needla Ofice Needla Ofice
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		All Provide Designed
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	N Applications	Top Features
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 Administrator Tasks 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 		View New Pasters +
- we will begin with an overview of the wy recount mond tasks and now		

Figure 6. VoiceManager Tools page



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

My Account	Þ
Edit Location	
Update Contacts	
Manage Account Access	
Log In As	

Editing a Location

How to Edit aThe 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

EDIT PROFILE LOCATION	
Profile location is an easy way to	o reference your accounts. Add or edit your "Desired Location" and click Save.
	Insected Account
	Ted - IP-Centex 2:0.3 APT SUEB1 Main Office 9 JANES P MURPHY IND HWY 2:18-3-11472613 VEST WARMACK, HI 82463
Account Number	L
Desired Location	Main Office
Username	weente-02@cox.com
Company Name	Tatz-IP Carbox 2.0.3
Address	APT SCEB1
Address	9 JAMES P MURPHY IND HWY
City	WEST WARWICK
Bate	Ri
Zp Code	02983
Primary Office Number	555-438-0775
	Save



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

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fold Localize	3		Belocket Account.		
Update Contacts Manage Accessed Access Log In An Viscolikonger Tacols			Test - P Centres 2.0.3 Main Office 238-511472613		
	* Technical Con	tact	Phone	E-mail	
Data Tools + Billing Tools +	Field Mapleon	Cald Hame	XXXXXXXXXXXX	Surfamili (Senal Law)	ktear!
Profile Administration +	Billing Carriad				
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	Marketing Conta	d.			
	2367 Blaini	Cast Barris	3000000000	AutoOptimat@uniak	Scheet?

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.
	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

1	Onine Account Management						
Contact Support	- By Account Huma - Wy Ac	COURSE OF MA	ings Account Acces				
1.000.272.5777	MANAGE ACCOUNT ACC	CESS PER	MISSIONS				
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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)

Lauranananan	++ Dy Account Humans -+ My Account ++ Ling In Av-
Contact Support	LOG IN AS
Ny Account + Edit Location	This feature allows you to log into MyAccount as another user to change user specific settings. After doing so you can also switch back to yourself from the screen.
Update Cornacts	It Log in as me (White, Hamy)
Manage Account Access	C Log in as another user
Log In An	Hill. Sally -
VoiceManager Tools + Data Tosta + Billing Tools + Profile Administration +	Johns, Christen Brown, Mary

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	If you are a customer with service in multiple locations (offices), you can
Account	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

1	st My Account Its	orne of Profile Admen	estration ve-Anti-Account				
Contact Support	ADD ACCOUNT TO YOUR PROFILE						
WyAccount My Account • VaiceManager Tools + Data Tools • Billing Tools • Portle Administration •	If you are a customer with service in multiple locations (offices), you can associate multiple accounts with your My Account semmans profile. If you do not have service in multiple incidents, but would also be activate a new account, placese contact our sales learn: 1-80 456-9144.						
Add.Account	* Account Numb	(rr	XXXX - XXXX - XXXXXXXXXXX				
Debre Account	* Depred Location		Easy to remember office location				
Manage Usera Roles Acuts	* 4 Bigli Cas PIN		30000				
		maSon established i enhancement anno	n this section will be used to share uncommute. Phone	e proactive maintenance notificat	uma, tetkorit upgrade		
	First Name	Last Name	000000000	technical@email.com	teet to met		
	Dilling Contact						
	First Name	Last Name	XXXXXXXXXX	httingemail@amiait.com	(set to mit)		
	Marketing Contact						
	First Name	Last Nami	200000000	man-allingumail@smail	Term of Lend		
	Security Image Click <u>bare</u> to disp	ilay e new image	eyemsnq				
	* Enter the secur	rty image text					
					Add New Account		
					Chinese and the second second		

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
AccountYou 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

	Voice	Data Video Industrias Epocial Offers
	Online Account Management	
	- My Account Increa to Profile	Administration vs Debnie Account
Contact Support		
Huter L	REMOVE THIS ACCOUNT	
MyAddount	Removing an account from yo You can always add your account	our online profile will not cancel your services, halt billing, or disrupt your service in any way. count again to your online profile.
My Account + VoiceManager Tools +	For anishince with your account	int or nervices, alease contact Customer: Support 24 hours a day at 5-866-272-5777.
Data Touls * Billing Tools *		
Profile Administration +		Selected Account
All Account		Text - IP Centex 2.0.3 APT SUEE1 Main Office 9 JAMES P MURPHY IND HWY
Delete Account		238-311472613 WEST WARWICK, RI 02893
Warrage Users Romalitation	Account Number:	311472613
	AccountLocalion.	Main Office
	Company Name	Test-IP Centres 2.0.3
	Address 1	APT SUEB1
	Address 2	# JAMES P MURPHY IND HWY
	city.	WEST WARWICK
	State:	A)
	Zip Code	02893
	Primary Office Number	401-615-2116
		Continue

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.





Centrex

Account

Figure 15. Delete Confirmation



Managing Users, Roles and Accounts

How to Add aUse 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

Contact Support	MANAGE USER'S		
etter te t	Manade contact information, us	emames, and role based permissions for your users.	
MyAccount +			
VoiseManager Tools +	can be unique to each account	Cox Business Services accounts associated with your my A t based on permission granted below.	count prone, as user's access
Data Toole +	ADD A NEW USER TO YO	UR MY ACCOUNT PROFILE	
Billing Tools + Profile Administration +		and the second	
Add Account	• Usemame		
Defeite Account	* User's First Name		
Manage Uners/Roles/Acots	* User's Last Name		
	* Primary Office Number		
	grant the user unlimited as	ccess to all accounts and features of your My Account Profile	Cancel Save
	ASSIGN ACCOUNT ACCE	SS PERMISSIONS	
	Edit the roles for this uper		
	 Clica the "Select Accounts" to 2: Check box next to assigned a 3: Check box next to assigned i 4: Remove roles by unchecking 	incounts and save. bles for each account and save.	
	Canada and a second second		Gelict/Accounts -
	PRIVILEGES CURRENTLY	ASSIGNED TO THIS USER	
	Account	Roles	Manage
	No accounts assigned to this i	(DAV	

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.



2	
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 <i>only</i> 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

	Selected Account:
	Test - IF Centrex 2.0.3 APT SUE81 Main Office 9 JAMES P MURPHY IND HWY 238-311472613 WEST WARWICK, RJ 02893
Users associated with this Pro White Harry (401-615-2116) Hill Salty (401-615-2145) Johns, Christen Brown, Mary	Highlight a username then assign a phone number by selecting one from the list below.
	Assign Number Unassign
	Construction of the second sec

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

te 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

* denotes required field Username (must be a valid E-ma		
Username (must be a valid E-ma		
	ail address) *	pcuser400@cox.com
User's First Name *		User
User's Last Name *		IPC Tester
Primary Office Number *		404 - 269 - 6700
and grant the user unlimited acc	cess to all account	ly Account Profile Administrator. This will supersede all role assignments nts and features of your My Account Profile.
Account	Select Rol	les
Select Account 👻	Adminis	strator
	Want to def	fine another Role? Click here to create a new role.
		+ SAVE • CANCEL + DELETE USE
PRIVILEGES CURRENTLY ASS	IGNED TO THIS U	USER

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	_	unique to your My cess to the select	Account profile	and the way	Edit/Remove Role	
	* denotes required				1	
	Description *	Voice Admin + V]	
	Add or remove privileg	es to the following N	lyAccount function	ons		
	Available			Selected		
	Administrator View or Pay Bill CBOB Access CoxHosting Contr CoxMail Admin Co Update Contacts		ADD ++ ++ REMOVE	Voice To Voice Ac		
					+ SAVE • CANCEL	+ DELETE ROLE
	Assignees					
	Corbett, Roger					

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

Role Name *	Billing Admin				
Desirgition *	Administrator for Company Billing		Company Billing		
Add or remove priva	eges to the followin	d U	Account funct	6/18	
Availabie				Selected	
Administrator CBOB Access CoxMosting Con CoxMail Admin Update Contact Edit NickName	Controls	×) = (*	ADD ++	View or Pay Bill	

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

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

/IEW ALL ACCO	UNTS sers and roles associate	d with your account(s) listed below			
Users	Roles	Accounts	Profile Owner			
Account 🚖	Account Name 👙		Account Loca	tion 😄	Type 🖕	
238-311472613	Test - IP Centrex 2.0	.3	Main Office		Business + Add	<u>View</u> New 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 position has the highest level of permissions on the account
the Profile	and directs all other Administrators and Users assigned to the account. This
Owner	"role" is configured by Cox Technical Support.

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

MANAGE PROFILE	OWNER			
Assign a new MyAccour available online for Cox			ne list below. The Pro	file Owner has the highest level of access
				s for your services provided by Cox mer Support 24 hours a day at 1-866-272-
Users	Roles	Accounts	Profile Owner	
Select New Profile Own	er ,	Johns, Christen 🔻		
Current Profile Owner	1	Mary Brown		
Primary Office Number	4	401-615-2103		
Email Address	i	pcentrex01@cox.cor	n	
				Save

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/EventSchedules 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

* Schedule Name:	Office Event Hours Use Existing Schedule 🚱
Туре:	Regular C Holiday
Access:	© Group C Personal
* Event Name:	Off-site Team Meetings
* Start Time:	08/30/2013 🛗 at 08:00 🛛 AM 💌 🔽 All Day
* End Time:	08/30/2013 🛗 at hh:mm AM 💌
Recurs:	Never 💌

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

🚺 Sch	System Managemen Iedules							
dd and manage	e schedules and eve	nts for Voice Mar	nager features lit	ke Sequent	al Ring and Call Not	ay.		
earch: Entry	Two or More Chara	den la Search) (*R	d Clear Se	arch & Fill	ters
sting 2 Group s	chedules			Filter by:	Access (ALL)	тур	e (ALL)	
Schedule/Eve	ent	Access	Start Time		End Time	Type	Mana	ge.
- Business Ho	DUIS	Group				Regular	Edit	Delete
						Holiday	Edit	Delete

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

User Profile	e & Feature	Set	ttings		
tit feature settings or search us			If your feature package	contains the Inve	ntory Report feature, you can
whicad even more information	a la casa da casar				
an administrator, you can also	o add users and manag	je phon	e number assignments		
and from the line	New York				
arch: Last Name ~	Enter Two or More	Grunn	dura tu teeanste		Clear Search & Filters
Ang 3 users and 3 phone num	ibers			Filter by	: Account (Alf) ×
	Phone Number	*	In Trunk Group 👻	Filter by Manage	: Account (All)
using 3 users and 3 phone num User Name		Ŧ	in Trunk Group 👻	1000000	CAccount (All)
User Name 🗕	Phone Number	Ŧ	and the second se	Manage	: (Account (AB) ×

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

oiceM slcome White, none Number: sckape:	Harry! Your I 1-401-	ole in Profile Administrator 016-2110				
CONTRACTOR NO.	er & System Management	IP Centrex Complete Incent Call Settings Advanced Call Settings Applications				
Featu	en Management re Packages of all the service packages and to distant packages and loadures	atures purchased for your account.				
Kama	Description			Inthe		
PC Complete) businesses designed for on-the-go professiones, ideal for small businesses with multiple		3		
Group Features	Ovacription		Purchased	in Use		
Call Park	Hold a coll for an extended any entension within your	f period of time, then retrieve that call from group.		0		
Cell Pickup	Users assigned to a Call P phone # that group	fickup group can answer calls from any	3	9		
Group Paging	Page a group of users use	ng ane-dial extension.	1	- E		
Hunt Group	Specify a list of phone num a group	shert and patients to redirect calls within	9	1		
ncoming Callery Piters	Customize the way income	ng calis are received.		1		
mstart Group Call	Call a specified group allo conferencing	ne Bree for instant reads-way	3	0		
Music on Hold	Plays music for callets on Park, Call Watting, Call Ho	hold. This hailute can be used with Call Sit and Bury Camp on		1		
Outgoing Calling Plan	Restrict the type of outpoin	ig calls allowed by a phone number.		1		
Sanas Congletion Group	Specify a list of phone hun number in the series	thers and known calls to the next	3	0		
User Features	Description			in the		
Call Gariter	Call Center sevice allows central phone number	high-volume, incoming calls to be extornation	rly routed to man	2		
Call Forwarding Busy	Forward incoming calls to	a different phone number when your primary	phone II bury	. 10		
Group Neght Service	Group Night Service allow and holiday hours for spec	n yww ito turn on call forwarding services and s sfic groups.	elect buchwin	3		
Manitered Users	A stand-alune program wit controle on your decidop	ich provides a convenient way to menage all	calls from a	3		



Configuring Group Features

Account Codes

How to Set Up
an AccountAccount Codes allow a business to track phone calls to numbers outside the
group, and are useful for billing or auditing phone usage.CodeImage: Code calls to number and the set of the set of

Figure 28. Set Code Status

Authorization o			ss to limit its users to o			the group, and are useful for billing or audting phone us outgoing phone calls.	lage.
You can mana	ge cod	e oeffings, se	arch for users and spe	ally whether	or n	not your users are required to order a code when making	a cal
Code Status	æ	Use Codes	Account Codes		c	Do Not Use Codes	
O Show Acc		e Setting	5				
Account	Code	Users					

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
AuthorizationAuthorization 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

	count		thorizatio	n Co	de	S	
Authorization o	odes allów a	business	to limit its users to ce	stain types	s of c	ulgoing phone calls.	billing or auditing phone usage enter a code when making a call.
Code Status	S line	See 1	uthorization Codes	101	0	Do NotUse Codes	

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

	& System Manager	Authorization	1 C	ode	15		
Account code: Authorization	s allow a business to codes allow a busin	track phone calls to num ess to limit its users to cen	bers ou Bin type	tuide es of i	the group, and are useful for bills		
Code Stetus	🔿 Use Codes	Authorization Codes		0	Do Nat Use Codes		
Authoriza	ation Code S	ettings					
🗢 titow Aut	bortrationi Code Ser	tings					
Authoriza	ation Code U	sers					
Show Aut	borization Code Us	ers :					
						Cancel	Silve

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 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

L Auto Attendant	613
	ings, specify the name, phone number, account number and time zons. You can allow dialing b ip or just this account. You must also choose the "Name Crasing Format."
For your Auto Attendant menus, select whi specify a description, action and phone m	ich schedule to follow and choose to use either the default or a custom greeting. You must also umber for your menu.
🛊 - Required	
General Auto Attendant Se	
Auto Attendant Menu Opti	ons (Business Hours) 💿
Show Auto Altendant Menu Options	
Auto Attendant Menu Opti	ons (After Hours) o
Show Auto Altendant Menu Options	

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

Auto Attendant Name:	Jensen Bank	
Phone Number:	401-615-2095@ (hactive)	
Auto Attendant Extension:	2005 Edit	
Auto Attendant ID:	4016152095@coxbusiness.com	
Account Number:	5555666688888	
Time Zone:	(GMT-04.00) (US) Eastern Time	
Allow Extension Dialing Within:	Group C This Account Q	
Allow Name Dialing Within:	🕫 Group 🦵 This Account 😨	
Name Dialing Format:	Last Name + First Name C Last Name + First Name or First N	lame + Last Name

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)

Busine	iss Hours Greeting:	Default	Custom: Test MAIN way	Change	Greating 🚱		
		😢 Enable F	est-level Extension Diating 🗿				
Кау	Description		Action		Action Data		
1	dial by extension		Transfer With Message		117		
2	dial by name		Transfer Without Message	*	117		
з.			Transfer to Operator		117		
4			Name Dialing				
5			Extension Dialing	Ψ.			
8			Transfer To Malbox				
7.			RepeatMonu				
8			Transfer To Submenu	¥.	AB 💌	Ede	Dele
9			Play Attroutcement	-	TEST ANNOUNCEMENT wa Change Greeting 9		
0	group operator		Entt	1			
				15			

Figure 35. Select Greeting dialog box

Required			
Browse			
Disclaime			Â
	you'll be using Cox's Voic upload your own content,	-	
	esponsibility set forth in		
		aboutus/policies/business-	



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)

	ss Hours: Iours Greeting:	· Debut	y, Al Day 📩 Add a Busine © Custom 🔍 🕖 First-level Entersion Dividing 🔘		thedate	
Key	Description		Action		Action Data	
1	dial by extension		Extension Diving			
1	dial by name		Name Dialing			
3				*		
4				140		
5				18		
1				14		
2				15		
)	group operator		Transfer to Operator	÷	401-615-2116	
				18		

Figure 37. Add Schedule/Event

Schedule Name:	Enter Schedule Na	me He	ere				
Type:	Regular						
Access:	Group						
Event Name:	Enter Event Name I	Here					
Start Time:	mm/dd/yyyy	at	hhimm	AM	*	📄 All Day	
End Time:	mm/dd/yyyy	at	hb:mm	AM	•		



Use the following steps to	add an After Hou	rs schedule or event
Ose the following steps to	aud an Alter Hour	s seneulle of 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.



Holiday Schedulo: Holiday Hours Greeting:		Outpute Butterer Hourn Add a Holden Sche Cettur Cetur C			tule -	
Kap	Description		Action		Action Deta	
9	Dial By Extension		Extension Dialing	-		
2	Diat By Name		Nama Dialing	15		
á .						
4						
5						
۰.						
ŧ.				1.0		
8				1.0		
É.	Group Operator		Transfer to Operator		401-615-2116	
2						
				4		
Links	Noie: Callers whit do Holiday Hours News	not indicate a tran	afer option will be forwarded to	the operator		

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.

Auto



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. Note²: When you create a sub-menu, follow the instructions to record an Auto Attendant message and set up the individual actions for each submenu as you would for the primary Auto Attendant (setting up transfers, dial by name, etc.) How to Set Up Use the following steps to set up multiple levels of Auto Attendant using the **Multi-level** example above. **Auto Attendant** Action Step 1. Log in to MyAccount with your User ID and Password. Click the VoiceManager Tools link in the left navigation bar. 2. Degult: The Dechhoard window on

	Result : The Dashboard window appears.
3.	Scroll down to the Call Settings section and click the
	Attendant link.
	Result : The Auto Attendant window appears.



4.	If		Then	
	An auto attenda	nt has already	Click the Edit li	nk to the right
	been set up		of the auto attend	dant to which
			you want to add	a submenu.
	An auto attenda	nt has not	Refer to the Aut	
	been set up		section on page	33 to build an
			Auto Attendant.	
	Figure 39. <u>(E</u>	xisting) Auto At	ttendant	
	Call Settings Auto Attenda	ant 🚥		
	calls during or after business hours.	To turn on this feature, select the	I greetings that provide a menu of options "On" checkbox beside the Auto Attenden pload a custom auto file. You can only a	name:
	une that has been deleted. Auto Attendant Standard Licenses 1		pola a custom acab ter. You can briy a	ат или мело местолича зо обрасте
	Listing 8 Basic Auto Attendants Listing 1 Standard Auto Attendants			
		Phone Number - Ekt.	+ Account Number + T	ype - Manage
	gi Jensen Bank	401-615-2095@ 2095	8	tandard Edit Delete
		0 1	ssume an Auto Att	endant has
	been set up; there			
5.		ion (During Bi	isiness Hours, Af	t er Hours , or
		in multiple more re	sout to got use a larr	al of an Auto
	•	•	ant to set up a lev	
	Attendant and en	•	ant to set up a lev on for the top leve	
	•	•	-	
	Attendant and en Attendant.	•	on for the top leve	
	Attendant and en Attendant.	ter a Descripti e	on for the top leve	
	Attendant and en Attendant. Figure 40. <u>Fi</u>	ter a Descripti e	on for the top leve	
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	Attendant and en Attendant. Figure 40. <u>Fin</u> Auto Attendant Menu Op	ter a Description rst level of Auto ptions (Business Hour • Defail © Cardo	on for the top leve	l of Auto
	Attendant and en Attendant. Figure 40. <u>Fin</u> Auto Attendant Menu Op Business Hours Greeting:	ter a Description rst level of Auto ptions (Business Hour • Defait • Casta	for the top leve Attendant Ts) Attendant Attendant Action t	l of Auto
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	Attendant and en Attendant. Figure 40. Fin Auto Attendant Menu Op Business Hours Greeting: Key Description 1 dui by edemacn 2 dual by name	ter a Description rst level of Autor ptions (Business Hour © Default © Custor © Enable First-level Extern Action Externion I Name Dial	Attendant Attendant TS) 0 TS 0 Action t Disting 0 Action t Disting 0	l of Auto
	Attendant and en Attendant. Figure 40. Fin Auto Attendant Menu Op Business Hours Greeting: Key Description	ter a Description rst level of Autor ptions (Business Hour • Defsuit • Casta • Defsuit • Casta • Defsuit • Casta • Defsuit • Casta • Enable First-level Externion I • Rame Diak • Transfer W	Action Contracts	l of Auto
	Attendant and en Attendant. Figure 40. Fin Auto Attendant Menu Op Business Hours Greeting: Key Description 1 dui by edemacn 2 dual by name	ter a Description rst level of Autor ptions (Business Hour • Defsuit • Casta • Defsuit • Casta • Defsuit • Casta • Defsuit • Casta • Enable First-level Externion I • Rame Diak • Transfer W	Attendant Attendant (S) O m O ssen Dating O Action (Dating O (S)	l of Auto
	Attendant and en Attendant. Figure 40. Fin Auto Attendant Menu Op Business Hours Greeting: Key Description 1 dui by edemacn 2 dual by name	ter a Descriptie	Action Contraction	l of Auto
	Attendant and en Attendant. Figure 40. Fin Auto Attendant Menu Op Business Hours Greeting: Key Description 1 due by edemain 2 dual by edemain 3 Londrig 4	ter a Descriptie rst level of Auto ptions (Business Hour © Default © Custo © Enable First-level Externion Rame Diak Transfer to Transfer to	Action Contract of Contract of Contract Operation of Contract of C	l of Auto
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6.	Scroll dow	n and click th	ne Save ar	nd Return butto	on.	
7.	ID field. In of the "Len		e, you are s.	ou want to add i adding "Auto L <u>on</u>		
	Add Subme	nu				
	* Submenu ID: Auto Lending					
	Submenu Gre	699.0 9 0		Custom: 🕢		
	Key De	scription	🛛 Enable ex	Action		Action Data
	1 Dia	al by Extension		Extension Dialing		
	2 Dia	al by Name		Name Dialing	۲	
	3 Auto Lending					
	Figure	42. <u>Submenu</u>	u option (A		5-678-2330	
	4 Auto Lend	ŝrg	Transfer To (01203087	Add
8.	Transfer to Result : A f	o Submenu of Submenu o	option (Fig	e down arrow a gure 42). nt in the Action		
9.	Click the A Result: The	dd link. e Add Subm	enu wind	ow appears.		
10.	 Enter a name for the new sub-menu in the Submenu ID field. Scroll to the bottom of the page and click the Save and Return button. Result: A message appears that states "Your Settings were 					
11.						
				o Attendant wi	-	



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. <u>New Submenu item</u>
	Description Action Data
	Auto Lending Transfer To Submenu 🕋 Auto Lending 💽 Edit Dekit
	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.
10.	Result: A message appears that states "Your settings were
10.	
10.	Result: A message appears that states "Your settings were saved successfully." Notice that "Home Lending" appears as another option. You
10.	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,
10.	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."
10.	 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. <u>Second Submenu option</u>
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10.	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 Ver settings were saved successfully. Belowmenu Options: Belowmenu Creating: Default : Custor: Belowmenu Creating: Belowme
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	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 Vour settings were saved successfully. Edit Submenu Options: Default © Custom
	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 Vour settings were saved successfully. Figure 44. Second Submenu option Figure 44. Second Submenu option Vour settings were saved successfully. Submenu Options: © Enable extension disting at anytime Key Description Action Data 1 Diel by Extension Extension Datage 2 Diel by Nome Partice Ration Custom Home Lending at anytime Key Description Ration Datage at anytime Ration Datage at anytime Ration Ration Datage at anytime Ration Ration Datage at anytime Ration Ration Ration Datage at anytime Ration Ration Rat



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

그는 것이 같은 것이 같은 것이 있는 것이 없다.		
Call Center Users		
Search: Lost Name	ter Twy or Mitre Characters to Sean	Find Clear Search & Finers
Fitter by: Account (AP)		
Available Users		Assigned Users
hradi, 4025027680 (40250276)	sb@cmibusi +	504 PEXT,4025020017(test4025020017)
		hraitt, 4025027502 (4025027502 greetin
	Adv	ALC: NOT
	Ann	<u> </u>
	Ren	and the second se
	e « Rem	

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. <u>Announcements page</u>

Announcements	
Play Entrance Message:	🖲 Yes 💿 No 🕢
Require Message Completion:	🕞 Yes 🛞 No 🧑
Message Type:	System Default O Custom: 1
	2
	3
Play Estimated Wait Message:	🛞 Yes 💿 No 🚱
Message Type:	Queue Position - For Callers In Queue Position * 100 or Lower 👩
	Play High Call Volume Message for Other Callers
* Default Handling Time:	5 Minutes Per Call
999 - 201 COM COMPANY OF THE COMPANY	
Play Comfort Message:	🖲 Yes 💿 No 👩
* Delay Between Messages:	10 Seconds
Message Type:	System Default Custom: 1.
	2
	3 4
Music In Queue:	🔹 Yes 💿 No 🚱
Music Type:	System Default Custom: 1
	2
	3
Internal Calls:	Use Alternate Source for Internal Calls 😨
Concernant and a second s	
Rollover Order:	Rolls over from top to bottom
O Hide Announcements	Rolls over from top to bottom Rolls over from top to bottom and repeats Rolls over all users at the same time Rolls over from most idle to least idle Rolls over by weighted percentages

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 <i>if</i> 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.
radio long place •] •]	 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

Overflo	W
Overflo	w Action: Play Busy Tone 🗸
	Enable overflow after 30 seconds
Play An	nouncement: 💿 Yes 💿 No
Messag	je Type: 💿 System Default 💿 Custom: 1
	2
	3
	4
🙆 Hide O	Overflow
Use the fo	llowing 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</x>
	number of seconds you want callers to wait before the overflow
	action selection begins. You can select a number between 1 and
	action selection begins. Tou can select a number between T 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

Incoming Calling Plan:	Custom Settings 👻	
Inside Group	Outside Group	Collect Calls
10	Allow Always	0

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

Call Setting	
Call Park uses featu	re access codes to allow members of a Call Park Group to park a call so that any member of the group can retrieve
	er settings and enable a parked call to be announced. You can also manage your Call Park Groups.
* = Flequited	
Call Park Set	angs
* Recall Timer:	45 seconds O
Display Timer:	5 👻 seconds 🕢

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

	lame:					
earch:	Last Name 💌	Error Person (tirs Churadara	in the acch	Find Char Search & Filtura	
a canada	Account (All)		1.5		1	
PA, VM	RD-ANY cany lust RD-ANY cany lust RD-ANY cany lust				Assigned Deera	
				- 441 ×		
				AND ADD A		
				• Remove		
				and the second second		

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.



How to

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

Call Pickup

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

Figure 53. Call Pickup Group

Call Pickup	
Cell Pickage alkows users to define Cell Pickage groups. Memours within Coll Pickage groups can ann by entering a feature access code fallowed by the acdemises.	ver phones for alters within manges.
Call Pickup Groups	
A Call Pickup group is a subset of the upper in a group. You can edit defete or add a new Call Pick	na chana
Listing & Cell Pickus Groups	
firme Aure	Wanage
Add Call Protect Distor	
My Call Pickup Group	

Figure 54. Call Pickup Group – Assign/Unassign Users

	Pickup		
Cel Platag allovs a by entering a hadan	ours to studente Call Protucp groups a access canto followed by the antist	tales.	suga can anavor phones to obtain within that group
The ban create or an users by first or last	ot a Call Pickup group by Artistic Spirk	a descriptive name and address	per terreving users him pay and search by available
· Chiquini			
Call Pickup C	aroup		
# Group Name:	Seas-External]
Files by Acco Annual by Unit Crussigned Unit		Carrier and Carrier	Ablighed Users Her, gale (2) Hote (2) Web, Harry (2) Hote (5,2) Her Web, Harry (2) Hote (5,2) Her
		- Mit Mare	
1	8		a
			Canod Save and fedure

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

	Cust	om Ringl	oack 🧰				
Custom R	Ringback	allows you to play a	udio files for a gro	up or specific phone	numbers.		
Group	Ring	back					
Choose v	whether o	contto play a group	ringback in the "A	sction" field. If you cho	tose to play a nine	pack, upload a custom a	udio file.
Action:	· Play	Custom Ringback	answer me way	Change Audio 😡	O Do Not Play	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 R	lingback:
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 NightThe 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

Group Night Forward Use this service to forward calls	ding to a specific number for groups during	regular hours or holiday	hours.
Action: 🕤 Off 🕤 On	Automatic On		
During Regular Schedule:	After Hours		Add a Regular Schedule
During Holiday Schedule:	Holidays		Add a Holiday Schedule
Calls will be forwarded to:	18002553700		

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.



5.	Select the Action you want the	Group Night Service to take
5.	If	Then
	You select the Off radio	the service will not be
	button	activated
	You select the On radio	the Calls will be forwarded
	button	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.)
	If you click the Automatic	the During Regular
	On button	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.
6.	Enter the phone number to whic	h you want calls to go after
	hours. (Note: If you select this c	ption, you will have to access
	this field daily to activate and de	eactivate the feature.)
	Note : Enter *55 as a prefix	x to the number or extension if
	-	natically go to that number's
	voicemail; e.g., *5518002	
7.		gure (override) the user's Group
	Night Service Personal Setting	
	If you are not an admin you car	turn on or off the action, via the
	radio buttons, or click the Use C	
8.	Click the Save button.	noup Donun Sounds Inno.
0.	Cher the Sure Sullon.	



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	Step	Action		
a Time	1.	Follow steps 1-4 above.		
Schedule/Event	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. <u>Add/Schedule Event</u>		
		Add Schedule/Event To add an event, select or create a schedule. If appropriate, indicate if the event recurs.		
		* Schedule Name: After Hours Type: Regular Access: If Group		
		* Event Name: Monday-Fnday * Start Time: 05/00/0011 at 05/01 PM IT All Day * End Time: 08/10/2015 at 07:59 All I		
		Recurs: Daily * Every: 1 End: Never		
-	4			
_	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.
	I carry.
	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 get the value to "1"
	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 predefined 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

Advanced Call Settings Group Paging Add and manage paging groups.	ON
★ = Required	
General Group Settings	
* Group Paging Name:	Sales
* Calling Line ID Last Name:	Page
* Calling Line ID First Name:	Sales
* Extension:	1212
Paging Group ID:	20141216111859703@coxbusiness.com
Calling Line ID to deliver:	Paging Group
	C Originating User With Prefix
Confirmation tone sending	1 Seconds
timeout:	

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.
	1
1	Figure 50 Baging Croup Originators papels
	Figure 59. Paging Group Originators panels
	Figure 59. Paging Group Originators panels Paging Group Originators
	Paging Group Originators Search: Last Name Finder Two or Mann Churachers in Search & Filters Cloar Search & Filters
	Paging Group Originators • Search: Last Name * Enter Two: Filter by: Account (All)
	Paging Group Originators Search: Last Name Enter Two of Men Characters is Search & Filters Filter by: Account (All) Image: Characters is Search & Filters Available Users Assigned Users Sid4 PEXT, 4025020017 @= Image: Characters is Search & Filters
	Paging Group Originators • Search: Last Name • Enter by: Account (All) Available Users Assigned Users 504 PEXT, 4025020017, doct4025020017@-+ 504 phone, 4027634735 (40276347355@cc) 504 phone, 40276344156 (bpccriticationand)
	Paging Group Originators • Search: Last Name • Enter by: Account (At) Available Users Assigned Users 504 PEXT, 4025020017, 0ex4025020017@ 504 phone, 4027634735 (4027634735 @cc) 504 phone, 40276344156 (0pcortic/textoman)
	Paging Group Originators Search: Last Name Enter by: Account (All) Filter by: Account (All) Sold PEXT, 40250200177 (best402550200178); - 504 phone, 4027844156 (ipcoefficiestomain 505 PEXT, 4025027880 Valitigmen nom) Assigned Users Sold PEXT, 4025027880 Valitigmen nom) Ade + Finatt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 40256220017436(colloware mailt, 402562780017436(colloware mailt, 40256778001746(colloware mailt, 4025677800174780(colloware mailt, 402567780017436(colloware mailt, 4025677
	Paging Group Originators Search: Last Name Enter by: Account (All) Filter by: Account (All) Sold phone, 402784725 (4027634725)(60017) Sold phone, 402784725 (4027634725)(60017) Sold phone, 4027844755 (0pcentriclescomanh Sold phone, 4027844755 (0pcentriclescomanh Sold phone, 4027844755 (0pcentriclescomanh Sold phone, 4027844755 (0pcentriclescomanh Sold phone, 4027844183 (0pcentriclescomanh Sold phone, 4027841 (4025027800) (40250278
	Paging Group Originators Search: Last Name Enter by: Account (All) Available Users Assigned Users S04 PEXT, 4025000177 (bit4025020017 (bit S04 PEXT, 40250270177 (bit4025020017 (bit S04 PEXT, 40250270177 (bit4025020017 (bit S04 PEXT, 4025027800 (bit6027634725 (bit) S04 Pixt, 4025027800 (bit60260760400000) Bit, Cev (carbit1ex-genal core) Nadi, 4025027800 (bit602607604000000) Nadi, 4025027800 (bit60260760400000000) Nadi, 4025027800 (bit60260766000000000) Nadi, 4025027800 (bit6000000000000) Nadi, 4025027800 (bit6000000000000000000000000000000000000
	Paging Group Originators • Search: Last Name • Enter by: Account (All) • Available Users Assigned Users S04 PEXT, 4025020017; dest4025020017 • • S04 PEXT, 4025020017; dest4025020017 • • S04 phone, 4027834735 (4027694735@cc) Assigned Users S04 phone, 4027034735 (4027694735@cc) Assigned Users S04 phone, 4027034735 (4027694735@cc) Assigned Users S04 phone, 4027034735 (4027694735@cc) Assigned Users S05 phone, 40220017; dest4025020017 • Assigned Users S06 phone, 4027034736 (4020620017) Assigned Users S07 phone, 4029017; dest4025020017 • Assigned Users S08 phone, 4029041; dest150 (pcontruster) Assigned Users S04 Jabore, 402902; dest150; destablese Assigned Users S04 Jabore, 402502; destablese Assigned Users S04 Jabore, 402502; destablese Assigned Users S05 prove, 402502; destablese Assigned Users S04 Jabore, 504 Jabore, 502; destablese Astere
	Paging Group Originators Search: Last Name Enter by: Account (All) Filter by: Account (All) Sold PEXT, 4025020037, text40255020017 (Exception) Sold PEXT, 4025027800 (Adv276347256 (Exception) Sold PEXT, 4025027800 (Adv276347256 (Exception) Sold PEXT, 4025027800 (Adv276347256 (Exception) Sold PEXT, 4025027800 (Adv27612) Matth 40265027800 (Adv27602) Total, 4025027800 (Adv25027802) Limitoria Total, 4025027800 (Adv25027802) Limitoria Total, 4025027800 (Adv25027802) Limitoria Total, 4025027800 (Adv25027802) Limitoria Limitoria Total, 4025027800 (Adv25027802) Limitoria Limitoria Limitoria Limitoria Limitoria Limito
13	Paging Group Originators Search: Last Name Inter Terro on Mem Churachem in Sterron Field Chura Search & Filters Filter: tyr: Account (All) Number Learn Field Stat Pexer, Auszander Status Ade+ Stati Houzskal 1966 (promit risedomain Sob Pexer, Auszanderson) Ade+ Natit: 40255027801 (4004521241) 10 (contrust houtit: 40255027802 (40250274802) (contrust houtit: 40255027802 (40250274802) (contrust houtit: 40255027802 (40250274802) (contrust houtit: 40255027802 (4025027802) (contrust houtit: 40255027802) (4025027802) (contrust houtit: 40256027802) (contrust)
13.	Paging Group Originators Search: Last Name Inter Tero in Mem Official term File: the Name File: the Name </th
13.	Paging Group Originators * Search: Last Name * Filter by: Account (All **
	Paging Group Originators ? Search: Last Nume (nor from it does Ottoraction is Search & Files) File: transformed (255200) File:
13.	Paging Group Originators ? Swarch: Last Nume Filter by: Account (AI) With Refer to all Nume Inter Two all Nume Filter by: Account (AI)
	Paging Group Originators ? Search: Last Name Filter by: Account (All Available Users S04 PEXT, 4025020177 (best402550200177 (best4025020017 (best40250010)))))))))))) <td< th=""></td<>
	Paging Group Originators ? Swarch: Last Nume Filter by: Account (AI)



Hunting and Series Completion

Hunt Group Caller ID

How to Edit aHunting is a manner in which customers' calls are routed to a team of usersHunting Groupbased 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

General Hunt Group R	tule Settings		
Additional settings are available to Additional Settings	r this section. Please complete the section and click "Save & Cor	ntinue" (er you can skip directly to the
* Hunt Group Name:	Sales Team		0
Hunt Group Type:	Pilot Number Hunt		
* Phone Number:	555-315-9763		
Call Forwarding Busy:	🕒 On 🛞 Off		
Hunt Group Extension:	800 Edit 😶		
Hunt Group ID:	5553159763@coxbusiness.com		
Account:	132035700101	-	
Time Zone:	(GMT-05:00) (US) Central Time	15	
Rollover Order:	Rolls Over to All Users at the Same Tane	÷	0
Allow Call Waiting:	🗇 Ves 🛞 No		
No Answer Settings:	🖾 Roll Over After 🛛 s Rings 🐷 🔍		
	El Ader 5 seconds Forward to	¥.	
Calling Line ID Settings:	Use system default CLID		
	Customize the Catling Line ID for this Hunt Group		
★ Calling Line ID Last Name:	Team		
Colling Line ID First Name:	Sales		
	R include the Hant Group Name in the Calling Line ID		
Not Reachable Settings:	Enable Call Forwarding Not Reachable		
	I Make Hunt group busy when all available agents are not	reacha	ble

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
101	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.
L	



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

Hunting and Series Completion	
Create or edit a Series Completion rule by entering a series name and selecting available users by first or last name and add them to this Series Completion rule	the order of the assigned users. You can search for . You can also remove or reorder assigned users.
 Repaired 	
Rule Type: C Hurl Group @ Series Completion	
General Series Completion Rule Settings	
* Series Name:	
Series Completion Users	
Search: Last flame . (my face of liver Overschen is laved	Clear Search & Filters
Owner: Profile Opccomplete(Goos.com) LIAT, Hany (ppccomplete 10(g) cox.com)	

Figure 62. Hunt Group Users

Filter by: Account (AII)			
Anaflotde Users AA, VMRD-ANY (any ust as gemainstor.co PA, VMRD-ANY (any ust pagemainstor.co PO, VMRD-ANY (any ust pagemainstor.co User, VMRD-ANY (any ust user gemainsto	m) m)	ned Votrs	



How to Assign Users to a Hunt/Series Completion Group

Figure 63. Hunting and Series Completion Rules

	omplet	incoming calls to a cer ion is used to create a								tgo
To turn o	in Hunt	Group, select the "On"	' checkbox beside t	te Hi	unt Group rule.					
To turn o	n Serie	s Completion, create	a Series Completion	nule	la sono la conse					
Hunt	Grou	onsez 2 Ion Licensez 11 Ip and Series (iroups and 0 Series C		Rule	es					
On		Name	Туре		Phone Number	Ext	 Account		Mana	ge
		Hunt Group 1	Hunt Group		555-315-9763	800	1320357091	01	Edit	Delete
			Series Completion I	in de						

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)

Account	Inside Group	Outside Group	Collect Calls
Group Default	e	Allow Always	2
131203502501	2	Never Allow Transfer Allow Always	100

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

Action
Log in to VoiceManager MyAccount.
Click the VoiceManager Tools menu in the left navigation bar.
Click the User & System Management tab.
Under the Call Access section, click the Incoming Calling Plan
link.
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.
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.
Click the Collect Calls checkbox to define whether members of
the account can accept incoming collect calls.
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)

Search: Latthame -	Enter Ten or More Char	acters to likewoh	Find Clear Search &	Fitters
Listing 3 Users and 3 Phone Nur	nbeis		Filter by: Account (Alti 🗸
User Name -	Phone Number -	Email 7	Account Number +	Manage
HIL Sally	401-615-2145	econtrex03@cox.com	238311472613	Edit.
Unassigned, Unassign	401-615-2103	4010152103@corbusine	238311472613	Ent
White, Harty	401-615-2116	ipoentrex02@cox.com	238311472613	Ent

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

	g Calling Plan		
t the incoming Calling F	Plan for this phone number.		
coming Calling	Plan for Hill, Sally	(401-615-2145)	
Use Group Defaut Se	and the second se	,	
Die Group Detaut bei	tangs		
Phone Number	Inside Group	Outside Group	Collect Calls

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 InstantInstant 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

up to 20 prione numbers for an	Instant Group Call.	Then, enter a group name and select	
🛊 = Flequeed			
General Group Sett	ings		
* Instant Group Name:			
Diai by:	C Telephone Nur	nber 🔿 Extension 🕫 Telephone N	umber and Extension
* Phone Number:	Select	. 0	
Extension:	Edit 0		
Instant Group ID:	20130415112228	444@coxbusiness.com	
Time Zone:	(GMT-05-00) (US)	Central Time	
Enable Naximum Call Tim Phone Number		Minutes 📀	
Enable Maximum Call Tim Phone Number	e for Unanswered Calls	Minutes	
Enable Maximum Call Tim Phone Number Add Another number	e for Unanswered Calta Manage Remove Remove		Call and it will follow the Account Setting
Enable Maximum Call Tim Phone Number Add Anuther number If an account is selected, account of the incoming Calling Plan. I	e for Unanswered Calta Manage Remove Remove	be able to manage this Instant Group (
Enable Maximum Call Tim Phone Number Add Anuther number If an account is selected, account for the Incoming Calling Plan. I the Group Settings for the Incom	e for Unanswered Calta Manage Remove Remove	be able to manage this Instant Group (
Enable Maximum Call Tim Phone Number Add Another number If an account is selected, account or the incoming Calling Plan. I the Group Settings for the Incom Account:	e for Unanswered Calta Manage Remove Remove Remove Int administrators will also fino account selection is ma ming Calting Plan. None	be able to manage this Instant Group (e this Instant Group Call, and it will follow
Phone Number Phone Number Add Anuther number If an account is selected, account of the incoming Calling Pian I the Group Settings for the Incom Account: Incoming Calling Pi You can customize the Incoming	e for Unanswered Calla Manage Remove Remove ant administrators will also froe account selection is ma ming Calling Plan. None an O	te able to manage this Instant Group d ide, only the profile owner can manage	itings" and specifying your settings. To

Figure 68. Instant Group Call Edit/Delete

naming a mar	ant Group Call Groups					
On .	- Name	Phone Number	 Ext	Account	Mana	ge
197	Test	2252138726			Edit	Delete
	Add Instant Group Call C	Root				



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
0	number and extension.
8.	Click the Time Zone drop-down menu and select the correct
0	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
10.	numbers for an Instant Group Call.
11.	Click the Clear or Remove link to delete phone numbers from
11.	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
12	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 SetMusic 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

	to play a customized audio file for callers on hold with Call Park, Call the existing group type or add, edit or delete an account type.	Hold and Busy Camp. If you are an
= Required		
lusic On Hold R	ule	
Music On Hold:	🖲 On 🗇 Dif 😝	
Enable Music During:	Call Hold Glasses Gall Park Glasses Buty Camp	
Music Type:	💿 System Default Music 🗿 💩 Custom: Select Avdio 🗿	

Figure 70. Add (Edit) Music On Hold Rule

Music On Hold		
Music On Hold allows you to play a customized an administrator, you can edit the existing group type		Hold and Busy Camp. If you are an
Music On Hold Rules		
Listing 1 Music On Hold Rules		
Music On Hold Rule Type	Account	Manage
Group		Edit
Add 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

An Outgoing Calling Plan manages outgoing or transfe	med call	s by g	roup	or a	COOK#	\$S.									
To define an Outgoing Calling Plan, specify which type types of calls are transferred or forwarded from or to a Calling Plan details.															
Outgoing Calling Plan By Account															
Account	Inside Group	Local Calls	TollFree	Local Toll Calls	International Calls	Operator Assist	Chargeable Dir Assist	700 Calls	Special Srvs II	900 Calls	976 Calls	10.10-xxx Calls	UFG, Dialing	Unknown Call Type	Outside Group
 Originated From Group/Account 															
Group Default	121	100	Z	V	1	0	$\overline{[V]}$	$[\underline{v}]$	12	10	23	目	$[\overline{\ell}]$	$ \mathbf{z} $	
131204370701	191	1	125	1	195	1	2	30	(R)	10	•	10	12	2	
 Transferred/Forwarded From Group/Account 															
Group Default	197	N	Χ.	12	X	1	1	12	192	2	2	8	1	12	
131204370701	192	1	12		X	1	团	3	12	E	0	10	2	197	
 Transferred/Forwarded to Group/Account 															
Group Default															4

Figure 72. Outgoing Calling Plan by User

Search: Last/Rame	Enter Two or Unite Cha	nictein	In Deput	Clear Search & Filters	
Listing 4 Users and 4 Phone	e Numbers			Filter by: Account	et (All)
User Keme	Phone Number		Email	+ Account Number +	Manage
AA, WIRD-ANY	225-213-5943		ary uat sa@mailinate	131203826401	Ede
PA, VMRD-ANY	225-213-5942		any uat pa@mailinato	131203826401	Edit
PO, VMRD-ANY	225-213-5941		any val.po@mailinato	131203826401	Edit
User, VMRD-ANY	225-213-5944		any uat user@mailina	131203826401	Edit



Figure 73. Edit Outgoing Calling Plan

dit the Outgoing Calling Plan for this phone numb	ber.														
Dutgoing Calling Plan for AA, V	MRD-AN	4Y (225	-21:	3-59	943)									
	histife Group	Local Calls	Tollfree	Local Toll Calls	International Calls	Operator Assist	Changeable Dir Assist	700 Calls	Special Snos II	900 Caffs	976 Calls	10-10-xxx Calls	URL Diating	Unknown Call Type	Outside Groon
Originated From This User	1921	98	32)	100	121	12	192	×	12	11	11		<u>[2]</u>	32	-
Transferred/Forwarded From This User	(9)	(2)	(8)	(2)	121	192	[9]	12)	10	121	13	13	191	98	
Transferred/Forwarded to This User															1

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

Voice Portal					
A STATE CASE OF STATES					22 1022
sice Portal provides an interactive vo ailbox, or to change your password.	ice response	application (IVR) I	hat you can call from any	phone to manag	te your services and vo
e automatic login feature allovis acc					
tiministrator, you can turn on the grou Iministrator password	p's "Voice Po	stal" and "Voice Po	rtal Wizard," specify what	logins to allow i	and change your
= fiegumed					
54670 SHELOO SHELOO					
roup Voice Portal Setti	ngs				
Voice Portal:	🖲 On	O Of			
Voice Portal ID:	1125503	86_216928252_VN	R@coxbusiness.com		
Phone Number:	None				
Voice Portal Extension:	9999				
Allowed Logins:	Extensio	ins Only		*	
Voice Portal Wizard:	illi On	O of O			
Reset Administrator Password:	() Yes	⊛ No 😡			
ersonal Voice Portal Se	ettings				
Auto Login:	· On	© of			
	© Yes	1 No 🕢			



How to Set Up	Complete	the following steps to set up your company's Voice Portal.
the Voice	Step	Action
Portal	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.)
