VoiceManager

Setting Up…
Voice Portal

Feature Description

Voice Portal provides an interactive voice response application that you can call from any phone to manage services, voice mailboxes, or change passwords. Voice Portal is available with all VoiceManager Packages and IP Centrex service.

Solution

Enjoy the flexibility of managing your phone service by calling an interactive voice response to manage or use features and update passwords.

Setup

Personal Voice Portal Settings

Applications
Voice Portal

Voice Portal provides an interactive voice response application (IVR) that you can call from any phone to manage your services and voice mailbox, or to change your password.

The automatic login feature allows access to the Voice Portal without entering a password when calling from your own phone. As an administrator, you can turn on the group's "Voice Portal" and "Voice Portal Wizard," specify what logins to allow and change your administrator password.

* = Required

Group Voice Portal Settings

Voice Portal:	⦿ On ○ Off ❓
Voice Portal ID:	216181231_VMR@coxbusiness.com
Phone Number:	None
Voice Portal Extension:	9999
Allowed Logins:	Extensions, Phone Numbers and Voice Mail Aliases ▾
Voice Portal Wizard:	⦿ On ○ Off ❓
Reset Administrator Password:	⦿ Yes ○ No ❓
* New Password:	
* Confirm New Password:	

Personal Voice Portal Settings

Auto Login:	⦿ On ○ Off
Reset User Password:	⦿ Yes ○ No ❓
* New Password:	
* Confirm New Password:	

Cancel   Save

Option	Action
2	Change your Personal Status Manager features.
3	Change or record your name.
4	Change your Call Forwarding All Calls Feature.
6	Make an outbound call using your company calling line ID.
8	Change your Voice Portal password.

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.
   *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. *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.

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	10. Administrators may also use this section to **Reset Administrator Passwords**. Click the **Yes** checkbox and enter the new password. *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.*

Group Voice Portal Settings

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Applications
Voice Portal

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5. 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.
6. Click the **Allowed Logins** drop-down menu to select **Extentions, Phone Numbers and Voice Mail Aliases**, or **Extensions Only**.
7. Click the **Use Voice Portal Wizard: On** radio button to allow employees to set up their own access to Voice Portal.
8. Click the **Save** button.

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