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Introduction

The Cox Business MyAccount Portal allows VoiceManager users to set up and manage their Cox Business account.

MyAccount Roles

There are three types of MyAccount users: Profile Owner, Administrators, and End Users. Each account can have one (1) Profile Owner, but multiple Administrators and End Users.

Profile Owner

- Super user and owner of MyAccount
- Add accounts to profile
- Create administrators for accounts

Administrators

- Create and edit users
- Create and manage unique roles and individual privileges
- Assign access rights and permissions
- Edit locations and names
- Update customer-specific information for technical, billing and marketing communications
- Login as a different user

End Users

End Users can navigate MyAccount according to the permissions that an administrator has assigned to them.

Technical Specifications

Important: For optimal performance in the MyAccount Portal, use Google Chrome.
Getting Started with VoiceManager

When your company MyAccount administrator sets you up as a user in the application, you will receive an email from Cox Business. The email provides your User ID and temporary password and contains a link to the MyAccount Portal.

Use the following steps to access MyAccount.

1. Click the embedded link in the email.  
   **Result:** You will be prompted to enter your User ID and temporary password that were provided to you in the email. (Note: You will also be prompted to change your temporary password. Use the instructions in the email to do so.)

2. Enter your **New Password** and **Confirm New Password** in the fields and click the **OK** button.  
   **Result:** The MyAccount main page appears.
Accessing MyAccount

When you have established your permanent MyAccount password, you can log in directly to the portal to access VoiceManager tools.

Use the following steps to log into the MyAccount Portal:

1. Enter coxbusiness.com in your web browser and click the Sign In MyAccount drop-down menu to access the Login screen.

![Sign In MyAccount](image)

2. Enter your User ID (email address) and Password in the fields provided. (Note: If you forget your password, click the Forgot Password? link. If you forget your User ID, click the Need help? link.)

3. Click the Sign In button.

Result: The MyAccount Welcome page appears.
Navigating the MyAccount Welcome Screen

When you log in to the portal, the MyAccount Welcome screen appears.

**Figure 4. MyAccount Welcome Screen**

<table>
<thead>
<tr>
<th>Area #</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1      | Displays:  
  - phone number of the account  
  - name of the package purchased for the account  
  - level of permissions for the user logged in: User, Administrator, Profile Owner  
  - drop down to login to the account as another user |
| 2      | “Quick Tools”  
  - Click the Messages icon to view a list of notices that has been sent to the account.  
  - Click the Business Email icon to sign into your Cox Business email.  
  - Click the Voice Mail icon to view and listen to voice messages.  
  - Click the More icon to access Voice Mail tools and other voice features. |
| 3      | Displays buttons to pay your bill, view statements, and manage payment methods, view past and present support tickets, view equipment on the account; e.g., phones, cables, modems, etc., and see notifications/alerts about your account. |
| 4      | If the primary account has sub accounts, click the + to view and manage other accounts. |
| 5      | Types of service on the account; e.g., voice, Internet, TV, security, etc. |
### MyAccount Welcome Screen, (cont’d)

<table>
<thead>
<tr>
<th>Area #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Lists features and/or functions within the designated product line.</td>
</tr>
<tr>
<td>7</td>
<td>Displays images and/or details about Cox Business-provided equipment on an account. If there are multiple accounts, you need to select the account that has the equipment you want to review.</td>
</tr>
<tr>
<td>8</td>
<td>Access and view customer support documentation.</td>
</tr>
</tbody>
</table>
Viewing Account Messages

The Messages panel displays notifications and alerts about your account, such as for maintenance, 911 calls, new sub account set up, and more.

![My Messages](image)

Use the following steps to view messages on an account.

1. Login to MyAccount. (Tip: Follow the steps in *Accessing MyAccount* to login.)

2. Click the **Messages** icon.

   **Result:** The My Messages window appears with a list of messages received and details of receipt and account to which the message applies.

3. Click the **Notification** link to the right of any message you want to read. (Note: Click the column headings to sort the messages. You can also click the links to mark them as **Read** or **Unread** and **Download** them to a **PDF** or **CSV** file formats.)
Viewing and Managing Email

If your business has purchased Cox Business email service, you will be able to manage and configure certain components of the service. The Cox Business Email Admin Control Panel allows you to:

- Manage existing email addresses
- Allocate total storage unequally across existing email addresses
- Provision unassigned email addresses
- Request purchase of additional email addresses and storage
- Request assistance for email addresses

Logging into Email

Figure 6. Email Login screen

Use the following steps to access and manage your company’s email.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Business Email icon

3. Enter your User ID and Password. (Note: If you have forgotten your username or password, click the Need help signing in? link and follow the steps.)

4. Click the Sign In button.

Result: The email main screen appears.
Figure 7. Email main screen
Managing Voice Mail in MyAccount

If your business has purchased Cox Business voice mail service, you will be able to view and listen to your voice messages.

**Setting Up Voice Mail Tools**

Use the following steps to set up Voice Mail Tools.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **Voice Mail** icon in Quick Tools.
   
   **Result:** The Voice Mail Tools screen appears.

   **Figure 8. Voice Mail Tools screen**

3. Click the **Voice Mail Greeting** icon.
   
   **Result:** The **Voice Mail Greetings** window appears. *(See Figure 9.)*
4. Click the **Upload Greeting** link that corresponds to the type of greeting you want to upload.  
**Result:** The Upload Greeting File dialog appears. (See Figure 10.)

5. Click the **Choose File** button and select the .wav file you want to upload, then click the **Open** button in your file folder.  
**Result:** The file name appears to the right of the **Choose File** button.

6. Click the I have read and understand the disclaimer checkbox.

7. Click the **Continue** button.  
**Result:** The updated Voice Mail Greetings window appears. You can replace a greeting file, play the greeting, and Activate or Deactivate the greeting (by toggling the switch to the right or left, respectively). (See Figure 11.)
Figure 10. **Upload Greeting File dialog**

![Upload Greeting File dialog image]

Once you have read and acknowledged your understanding of the disclaimer below, click Choose File to select and upload a voice mail greeting. For a description of each greeting type, please view the Greeting Type Description table. Note: Greeting files are limited to 3 minutes in length, and audio must be a .wav file in ulaw format. The maximum upload file size is 1 MB.

**Choose File**

greeting-recording.wav

**Disclaimer**

Because you'll be using Cox's VoiceManager custom media service to upload your own content, we wanted to remind you of your responsibility set forth in the Terms of Service (available at [http://www2.cox.com/aboutus/policies/business-general-terms.cox](http://www2.cox.com/aboutus/policies/business-general-terms.cox)).

You are responsible for obtaining and paying for all necessary permissions, licenses and clearances to use the content (including any...
### Voice Mail Greetings – Manage Greeting column

<table>
<thead>
<tr>
<th>Greeting Type</th>
<th>Greeting Description</th>
<th>Manage Greeting</th>
<th>Activate Greeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended Absence Greeting</td>
<td>Turn this greeting on if you will be unavailable for a long period of time. For example, you can turn this greeting on when you go on vacation.</td>
<td>Replace</td>
<td>Play</td>
</tr>
<tr>
<td>After Business Hours Greeting</td>
<td>Turn this greeting on if you want to use a separate greeting for when your office is closed. For example, you may want to inform your callers to call back during regular business hours.</td>
<td>Upload</td>
<td></td>
</tr>
<tr>
<td>No Answer Greeting</td>
<td>Turn this greeting on if you want to let your caller know that you cannot answer the phone.</td>
<td>Replace</td>
<td>Play</td>
</tr>
<tr>
<td>Spoken Name Greeting</td>
<td>This greeting is played when no other greetings are turned on.</td>
<td>Upload</td>
<td></td>
</tr>
<tr>
<td>Busy Greeting</td>
<td>Turn this greeting on if you want to let your caller know when you are busy with another call.</td>
<td>Upload</td>
<td></td>
</tr>
<tr>
<td>All Calls Greeting</td>
<td>Turn this greeting on if you want to use one recorded message for every situation.</td>
<td>Upload</td>
<td></td>
</tr>
</tbody>
</table>

8. If you want to replace an existing audio greeting, click the **Replace** link and repeat steps 5-7 above.

9. If you want to listen to an existing audio greeting, click the **Play** link.

### Viewing and Listening to Voice Mail

Use the following steps to access and manage your voice mail.

1. Login to MyAccount*. (Tip: Follow the steps in Accessing MyAccount to login.)

*Important:

To view/listen to your voice mail messages: Enter your User ID and Password in the fields and click the **Sign In** button. (Note: If you forgot your password or user ID, click the **Forgot Password** or **Need Help Signing In**? links, respectively.)

Result: The MyAccount Welcome page appears.
2. Click the **Voice Mail** icon.  
   **Result:** The Voice Mail Tools window appears.  
   **Figure 12. Voice Mail Tools window**

3. From the Message Center, click the voice mail you want to hear and press the play icon.  
   **Result:** The Message Center window appears.
4. (Optional) Press the trash can icon to delete the message.

**How to Create Voice Mail Greetings**

Select the greetings your callers will hear when they reach your voice mail. Greetings can be recorded by calling your voice mail or uploading an audio file on MyAccount.

When a greeting is uploaded, you may activate or deactivate the greeting under the Activate Greeting column. (Note: Each greeting uploaded preempts the previous greeting.)

**How to Record a Greeting on the Phone**

Use the following steps to configure greetings for all calls, no answer, and busy greeting.

1. From your phone, open your voice mail and go to the Greetings menu.
2. Press 1 for All Calls, 2 for No Answer greeting, 3 for Busy greeting.
3. Press 2 to start/stop using the greeting, 3 to re-record the greeting, 6 to erase the greeting. (Note: For recorded name greetings, press 6 then 3 to record or re-record.)
Managing Voice Mail in MyAccount

How to Record a Greeting Audio File and Upload to MyAccount

**Important:** You must follow the steps on your phone to record an outgoing message before you can use the greeting.

Use the following steps to set up Voice Mail tools in MyAccount.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in Quick Tools. (See Figure 14.)

**Result:** The Voice Mail Tools screen appears.

3. Click the Voice Mail Greeting icon.

**Result:** The Voice Mail Greetings window appears. (See Figure 16.)
Managing Voice Mail in MyAccount

4. Click the **Upload Greeting** link that corresponds to the type of greeting you want to upload.
   **Result:** The Upload Greeting File dialog appears. (See *Figure 17.*)

5. Click the **Choose File** button.
   **Result:** Your file folders will appear.

6. Select the .wav file you want to upload, then click the **Open** button in your file folder.
   **Result:** The file name appears to the right of the **Choose File** button.

7. Click the I have read and understand the disclaimer checkbox.

8. Click the **Continue** button.
   **Result:** The updated Voice Mail Greetings window appears. (**Note:** Toggle the switch to the right or left to replace a greeting file, play the greeting, and Activate or Deactivate the greeting. (See *Figure 18.*)

---

**Figure 16.** Voice Mail Greetings screen

![Voice Mail Greetings screen](image)

<table>
<thead>
<tr>
<th>Greeting Type</th>
<th>Greeting Description</th>
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<th>Activate Greeting</th>
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</tr>
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<td>Turn this greeting on if you want to use a separate greeting for when your office is closed. For example, you may want to inform your callers to call back during regular business hours.</td>
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<td>Turn this greeting on if you want to let your caller know that you cannot answer the phone.</td>
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<td></td>
</tr>
<tr>
<td>All Calls Greeting</td>
<td>Turn this greeting on if you want to use one recorded message for every situation.</td>
<td>Upload Greeting</td>
<td></td>
</tr>
</tbody>
</table>
Figure 17. **Upload Greeting File dialog**

Upload Greeting File

Once you have read and acknowledged your understanding of the disclaimer below, click Choose File to select and upload a voice mail greeting. For a description of each greeting type, please view the Greeting Type Description table. Note: Greeting files are limited to 3 minutes in length, and audio must be a .wav file in ulaw format. The maximum upload file size is 1 MB.

Choose File  No file chosen

Disclaimer

Because you'll be using Cox's VoiceManager custom media service to upload your own content, we wanted to remind you of your responsibility set forth in the Terms of Service (available at http://ww2.cox.com/aboutus/policies/business-general-terms.cox).

You are responsible for obtaining and paying for all necessary permissions, licenses and clearances to use the content (including any

☐ I have read and understand the disclaimer.

Cancel  Continue
How to Play, Replace, and Activate Greeting

Figure 18. Voice Mail Greetings – Manage Greeting column

Use the following steps to replace, play, and activate a greeting.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in Quick Tools. (See Figure 14.)

   Result: The Voice Mail Tools screen appears.

3. Click the Voice Mail Greeting icon.

   Result: The Voice Mail Greetings window appears. (See Figure 18.)

4. Locate the greeting you want to replace and click the Replace link.

5. Click the Choose File button.

   Result: Your file folders will appear.
6. Select the .wav file you want to upload, then click the Open button in your file folder. **Result:** The file name appears to the right of the Choose File button.

7. Click the I have read and understand the disclaimer checkbox.

8. Click the Continue button.

9. **To play an existing audio greeting,** click the Play link. **(Note:** The Play feature allows you to adjust the volume, play/pause the message, and delete messages. Messages can also be downloaded to any user’s computer or device for additional review or sharing.)

10. **To activate or deactivate a greeting,** click the switch in the Activate column. **Result:** The switch will toggle when enabled or disabled.

**How to Configure Voice Mail Notifications**

The Voice Notification Preferences screen enables you to select how you want new voice mail alerts sent to you. You can have an audio file of the voicemail and/or a readable voice mail message sent to your email.

**Figure 19. Voice Notification Preferences**

![Voice Notification Preferences](image)

Use the following steps to set voice mail preferences.

1. Login to MyAccount. **(Tip:** Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in the Quick Tools section. **Result:** The Voice Mail Tools screen appears.

3. Click the Voice Mail Notifications icon. **Result:** The Voice Notification Preferences window appears.

4. Check the boxes to select whether you want to attach a Voice Mail Audio File to your email and/or Attach a Readable Voice Mail to your email. **(Hint:** Hover over the question mark icon to read a description of the setting.)

5. Click the Save button.
How to Set Voice Mail Preferences

Specify how Cox Business VoiceManager should handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as set the number of rings before an incoming call is considered answered.

Figure 20. Voice Mail Preferences

Use the following steps to set Voice Mail Preferences.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in the Quick Tools section.
   Result: The Voice Mail Tools screen appears.

3. Click the Voice Mail Preferences icon. Result: The Voice Mail Preferences window appears. (See Figure 20.)

4. Select the Voice Mail Status radio button to set whether you want VoiceManager to send a voice mail if you are unable to take a call.

5. Select the Voice Call Preferences radio button to identify when you want incoming calls to go to voice mail.

6. From the Number of Rings Before Greeting drop-down menu, select the number of rings you want before the call goes to voice mail.

7. Click the Save button.
How to Set Up Your Mailbox PIN Code

The voice messaging PIN prevents others from accessing your voice mailbox. Each time you attempt to access your mailbox from a phone outside of your office, you will be asked to enter your voice mailbox PIN.

Figure 21. Voice Mailbox PIN Code

Use the following steps to change your PIN in MyAccount.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in the Quick Tools section.
   Result: The Voice Mail Tools screen appears.

3. Click the Mailbox PIN Code icon.
   Result: The Voice Mailbox PIN Code window appears.

4. Enter the new PIN in the corresponding field and re-enter it in the confirm field.

5. Click the Save button.
   Result: The new PIN is saved.

How to Access Support Guides on MyAccount

Use the following steps to access additional support material, including the Voice Mail User Guide and Voice Mail Quick Reference Guide.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Voice Mail icon in the Quick Tools section.
   Result: The Voice Mail Tools screen appears.

3. Click the Voice Mail Guides icon.
   Result: A list of support materials appears.

4. Click the link of the document you want to view.
My Services

Use the My Services section to access the account on your profile and associated features and services.

Voice

Notice in Figure 22, the account contains the Voice service. (Note: There may be multiple tabs depending on the types of services the business has: Voice, Internet, TV, Network, Managed Services, etc.) When you click a service, the corresponding tools (options) appear, as shown below for Voice.

Figure 22. MyAccount Welcome page: My Services > Voice

Important: Your ability to see options is based on the permission rights assigned to you by your MyAccount administrator.
Voice Tools

The following sections describe how to activate, enable, and manage the features on your phone and online.

**Note:** The features you can view or manage depend on the service package on the account and the role you have been assigned. *End users can change features only on the line(s) to which they are assigned*. Administrators and Profile Owners can change all features for all users on accounts to which they are assigned.

You can access Voice Tools two ways:

- Click the **More** icon to expand and click the **Voice Tools** link.

  ![More link](image)

  **Figure 23.** More link

- Scroll to the **My Services** section in the MyAccount Welcome screen and click the **Voice Tools** icon.

  ![Voice tab > Voice Tools icon](image)

  **Figure 25.** Voice tab > Voice Tools icon
When you click the Voice Tools icon, a paneled window appears from which you can navigate features and applications associated with the Voice service.

**Note:** The available applications, functions, and features that you see depend on the service package associated to your account. Your ability to configure functions or features are based on the permissions you have been assigned by your MyAccount administrator.

**Figure 26. Voice Tools screen**

![Voice Tools screen](image)

**Most Popular**

The Most Popular panel displays features that a business commonly uses.
**User & System Management**

The User & System Management panel can include the following areas: Call Access, User Management, and Utilities. *(Important: End Users have limited access to User & System Management functions.)*

**Figure 27. User & System Management features**

<table>
<thead>
<tr>
<th>User &amp; System Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Access</td>
</tr>
<tr>
<td>Incoming Calling Plan</td>
</tr>
<tr>
<td>Outgoing Calling Plan</td>
</tr>
<tr>
<td>User Management</td>
</tr>
<tr>
<td>Activate UC Apps</td>
</tr>
<tr>
<td>Feature Packages</td>
</tr>
<tr>
<td>Manage E911 Address</td>
</tr>
<tr>
<td>Manage Phone Numbers</td>
</tr>
<tr>
<td>Privacy</td>
</tr>
<tr>
<td>Schedules</td>
</tr>
<tr>
<td>User Extensions</td>
</tr>
<tr>
<td>User Feature Settings</td>
</tr>
<tr>
<td>Utilities</td>
</tr>
<tr>
<td>Feature Access Codes</td>
</tr>
<tr>
<td>Group Directory</td>
</tr>
<tr>
<td>Group Extension Settings</td>
</tr>
</tbody>
</table>

**Call Settings**

The Call Settings screen enables administrators and users* to set up features for Call Acceptance, Call Forwarding, Call Receiving, Dial/Redial, and Holds and Transfers.

**Figure 28. Call Settings Tab**

<table>
<thead>
<tr>
<th>Call Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Acceptance</td>
</tr>
<tr>
<td>Call Acceptance and Rejection</td>
</tr>
<tr>
<td>Calling Line ID</td>
</tr>
<tr>
<td>Do Not Disturb</td>
</tr>
<tr>
<td>Call Forwarding</td>
</tr>
<tr>
<td>Call Forwarding</td>
</tr>
<tr>
<td>Call Notify</td>
</tr>
<tr>
<td>Personal Status Manager</td>
</tr>
<tr>
<td>Sequential Ring</td>
</tr>
<tr>
<td>Simultaneous Ring</td>
</tr>
<tr>
<td>Call Receiving</td>
</tr>
<tr>
<td>Auto Attendant</td>
</tr>
<tr>
<td>Call Waiting</td>
</tr>
<tr>
<td>Priority Alert</td>
</tr>
<tr>
<td>Push to Talk</td>
</tr>
<tr>
<td>Dial/Redial</td>
</tr>
<tr>
<td>Automatic Callback</td>
</tr>
<tr>
<td>Speed Dial</td>
</tr>
<tr>
<td>Holds and Transfers</td>
</tr>
<tr>
<td>Automatic Hold/Retrieve</td>
</tr>
<tr>
<td>Call Park</td>
</tr>
<tr>
<td>Call Transfer</td>
</tr>
<tr>
<td>Music On Hold</td>
</tr>
</tbody>
</table>

---

*Note: *End Users have limited access to Call Settings.
Advanced Call Settings

The **Advanced Call Settings** screen enables administrators and users* to configure features and functions associated with how a company’s team can dial out and answer their phones. Some of these features include **Call Pickup**, **Hunting and Series Completion**, and **Instant Group Call**.

**Figure 29. Advanced Call Settings Tab**

![Advanced Call Settings Tab](image)

Applications

The **Applications** tab enables you to access and download additional tools associated with VoiceManager. Application categories include those listed in **Figure 30**.

**Figure 30. Applications Tab**

![Applications Tab](image)
User & System Management

Call Access

Incoming Calling Plan

An Incoming Calling Plan manages the way incoming calls are received by users, groups, or accounts. To define an Incoming Calling Plan, you can choose to allow calls from within a group and the action to take for calls received from outside the group. You can also allow collect calls. To manage existing phone numbers, you can search and edit their Incoming Calling Plan details.

**Figure 31. Incoming Calling Plan By User**

Use the following steps to set up an Incoming Calling Plan for yourself.

1. Log into MyAccount. *(Tip: Follow the steps in Accessing MyAccount to login.)*

2. From the Welcome page, click the More icon **More** to expand. *Result: A list of options appears.*


4. Navigate to the User & System Management panel and click the View More Features > link in the lower right corner.

5. From the Call Access category, click the Incoming Calling Plan link. *Results: The Incoming Calling Plan page appears and presents two options: Incoming Calling Plan By Account and Incoming Calling Plan By User.*

6. To configure an incoming calling plan by user, click the corresponding link. *Result: The Incoming Calling Plan By User screen appears.*
7. Locate the user you want to modify the calling plan for and click the **Edit** link to the right of their name.  
**Result:** The [Edit] Incoming Calling Plan screen appears.

![Edit Incoming Calling Plan screen](image)

8. Uncheck the **Use Group Default Settings** box.  
**Result:** The fields below become enabled.  

9. Make modifications and click the **Save** button.  
**Result:** The User’s Incoming Calling Plan is changed.

**Outgoing Calling Plan**  
An Outgoing Calling Plan manages outgoing or transferred calls by groups or accounts. To make changes to your Outgoing Calling Plan settings, contact Cox Business Customer Care. Administrators can view outgoing calling plan data for accounts and users on each account.

![Outgoing Calling Plan](image)

Use the following steps to view calling plans for users.

1. Log into MyAccount. *(Tip: Follow the steps in Accessing MyAccount to login.)*
2. From the Welcome page, click the **More icon** to expand.  
**Result:** A list of options appears.

3. Click the **Voice Tools** link.  
**Result:** The Voice Tools main page appears.

4. Click the **Outgoing Calling Plan** in the User & System Management panel or click the **View More Features >** link in the **User & System Management** panel to see more features.  
**Result:** The Outgoing Calling Plan page appears.

**Figure 34.** **Outgoing Calling Plan By User**

5. Click the [plus sign](#) to expand the **Outgoing Calling Plan By User** link.  
**Result:** Details for calls that Originated from this User, Transferred or Forwarded From This User, and Transferred or Forwarded To This User appear.

6. Click the **View** link to see details for yourself.
**User Management**

**Feature Packages**

Navigate to the Feature Packages section in MyAccount to view a summary of all the service packages and feature purchased for your account.

**Figure 35. Feature Packages**

![Feature Packages](image)

Use the following steps to view the Feature Package associated to your account.

1. Log into MyAccount. *(Tip: Follow the steps in Accessing MyAccount to login.)*

2. From the Welcome page, click the **More** icon to expand. **Result:** A list of options appears.

3. Click the **Voice Tools** link. **Result:** The Voice Tools main page appears.

4. Click the **Feature Packages** in the User & System Management panel or click the **View More Features** link in the **User & System Management** panel to see more features. **Result:** The Feature Packages page appears.

5. Click the **plus sign** to the left of Package Name, Group Features, and User Features to see details.
Manage E911 Address

Voice services that support National 911 include an E911 Address feature that must always be kept current. By doing so, emergency calls can be routed to the proper call dispatchers and responders in your location. Users with a telephone handset or Unified Communications App (UC App) who relocate from their office to home or their vacation area must update their E911 address information.

Figure 36. Manage E911 Address screen

Use the following steps to add a new E911 address.

1. Log into MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)

2. From the Welcome page, click the More icon to expand. 
Result: A list of options appears.

3. Click the Voice Tools link. 
Result: The Voice Tools main page appears.

4. Click the View More Features > link in the User & System Management panel. 
Result: The Voice Tools main page appears.

5. From the User Management category, click the Manage E911 Address link. 
Result: The Manage E911 Address screen appears.

6. Click the Add Address button. 
Result: New address fields appear.

7. Populate the fields as appropriate and click the Continue button. 
Result: A second Manage E911 Address appears.
8. Click the radio button next to the found address and click the **Save** button.  
**Result:** You will receive a confirmation message that the address was successfully updated.

### Manage Phone Numbers

MyAccount administrators are responsible for assigning and unassigning phone numbers. User-level permissions restrict access to this function.

### Privacy

The Privacy setting allows you to hide/exclude or show/state your name and dialing extension in the Group Directory, Auto Attendant and phone status.

**Figure 37. Privacy window**

![Privacy window](image)

Use the following steps to configure privacy settings.

1. Log into MyAccount. **(Tip:** Follow the steps in Accessing MyAccount to login.)

2. From the Welcome page, click the **More icon** to expand.  
**Result:** A list of options appears.

3. Click the **Voice Tools** link.  
**Result:** The Voice Tools main page appears.

4. Navigate to the User & System Management panel and click the **Privacy** link in the User Management category. **(Note:** If it doesn't appear on the Voice Tools main page, click the **View More Features** link. Navigate to the User & System Management panel and click the **User Feature Settings** link.)  
**Result:** The User Feature Settings screen appears.

5. Expand the Group Directory drop-down menu and click the option to **Show My Name and Number** or **Hide My Name and Number**.

6. Expand the Auto Attendant drop-down menu and click the option to: Include Me in Extension and Name Dialing, Exclude Me from Extension Dialing, Exclude Me from Name Dialing, or Exclude Me from Extension and Name Dialing.
7. Expand the Phone Status drop-down menu and click the option to **Show My Status** (busy, available, etc) or **Hide My Status**.

8. Click the **Save** button.

**Results:** A confirmation message appears stating your changes were saved successfully.

**Schedules**

Refer to the [VoiceManager Administrator Guide](#) for details. *(Note: Schedules are commonly managed by your account’s administrator.)*

**User Extensions**

Refer to the [VoiceManager Administrator Guide](#) for details. *(Note: User Extensions are commonly managed by your account’s administrator.)*

**User Feature Settings**

Refer to the [VoiceManager Administrator Guide](#) for details. *(Note: User Feature Settings are commonly managed by your account’s administrator.)*

**Utilities**

**Feature Access Codes**

Feature Access Codes* are numeric entries you can press on your telephone keypad to activate/deactivate VoiceManager features.

**Figure 38. Feature Access Codes (sample)**

![Feature Access Codes](image)

Use the following steps to access the list of Feature Access Codes.

1. Log into MyAccount. *(Tip: Follow the steps in Accessing MyAccount to login.)*
2. From the Welcome page, click the **More icon** to expand.
   **Result:** A list of options appears. *(Important: There may be some access codes that you cannot use based on the VoiceManager package purchased.)*

3. Click the **Voice Tools** link.
   **Result:** The Voice Tools main page appears.

4. Navigate to the User & System Management panel and click the **Feature Access Codes** link in the **Utilities** category. *(Note: If it doesn’t appear on the Voice Tools main page, click the View More Features> link. Navigate to the User & System Management panel and click the Feature Access Codes link.)*
   **Result:** The list of Feature Access Codes appears.

5. Press the numeric values on your telephone keypad to enable/disable voice features.

**Group Directory**

Refer to the [VoiceManager Administrator Guide](#) for details. *(Note: Group Directories are commonly managed by your account’s administrator.)*

**Group Extension Settings**

Refer to the [VoiceManager Administrator Guide](#) for details. *(Note: Group Extension Settings are commonly managed by your account’s administrator.)*
Call Settings

Call Acceptance

Call Acceptance and Rejection

MyAccount Users can set up the Call Acceptance and Rejection feature to manage their incoming calls by creating rules that trigger when a call is accepted or rejected.

Call Acceptance and Rejection > Selective Call Acceptance Rule

Figure 39. Call Acceptance and Rejection screen

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings category and click the Call Acceptance and Rejection link.
   Result: The main Call Acceptance and Rejection screen appears. (Note: Figure 39 shows two rules set up previously: Anonymous Calls will be rejected, while calls from specific phone numbers for the Vice President of Sales will be accepted.)

4. To create a new rule, click the Add Selective Call Rule link in the lower left corner of the screen.
   Result: The Call Acceptance and Rejection > Selective Call Rule screen appears. (See Figure 40.)
5. Enter a name for the rule in the Description field.
6. In the Action field, click the Accept Call or Reject radio button.
7. From the When Receiving Calls From drop-down menu, select whether you want the rule to apply to Any Phone Number or Specific Phone Numbers. (Note: If you choose Specific Phone Numbers, you need to identify whether the rule applies to Any Private Number, Any Unavailable Number, and/or a specific telephone number. You can add up to 10 numbers.)
8. Select the Schedule type you have set up for During Regular Schedule and or During Holiday Schedule drop-down menus. The Schedules define the day(s) of the week and time periods you want to associate with this rule. (If you have not set up any schedule, click the Add a Regular Schedule link and follow the instructions in the Create Selective Call Acceptance Schedule section.)
9. By default, the During Regular Schedule is Every Day, All Day. If you want to customize the date/time, click the Add a Regular Schedule link to create a specific schedule.
Create Selective Call Acceptance Schedule

**Figure 41. Add Schedule/Event (Regular)**

1. Enter the **Schedule Name** if you haven’t configured a schedule previously. If you have an existing schedule, click the **Use Existing Schedule** link and choose the schedule you want to use.

2. The **Type** field defaults to Regular because you will configure days and times of your normal business hours.

3. Select the **Personal** radio button for the Access. (**Note**: Users with User Permissions are only allowed to set up a Schedule for themselves. Group Access is designed for schedules that will be included in the business’s Auto Attendant. Personal Access means callers will bypass the Auto Attendant and ring your phone directly.)

4. Enter a description for the Event in the **Event Name** field, such as WFH (Work From Home).

5. Enter the **start date** and **beginning time of day** the schedule will be in effect.

6. Enter the **end date** and **ending time of day** the schedule will be in effect.

7. Select when the Schedule is triggered, if applicable. The options are **Never**, **Daily**, **Weekly**, **Monthly**, or **Yearly**. (**Note**: If you select any value other than Never, you will have to further define the Date the rule will apply or insert the number of occurrences the Rule will apply.)

8. Click the **Save** button.
Add a Holiday Schedule

1. By default, the Holiday schedule is set to **None**. (See Figure 40.)
2. Click the **Add a Holiday Schedule** link to create a specific schedule. (See the instructions in the *Create Selective Call Acceptance Schedule* section.)
3. Populate the fields as you did for a Regular Schedule.
4. When all schedule information has been entered, click the **Save** button.
Call Acceptance and Rejection > Selective Call Rejection Schedule

To create a Selective Call Rejection Schedule, repeat the same steps as is in the Create Selective Call Acceptance Schedule; however, select the Reject Call radio button in the Action field.

Figure 43.  Call Rejection
**Calling Line ID**

Calling Line ID displays or blocks the name and number for callers inside and outside your group.

**Figure 44.  Calling Line ID**

Use the steps described below to configure **Calling Line Identification** for types of incoming and outgoing calls.

**Access the Calling Line ID feature**

1. Login to the MyAccount Portal. *(Tip: Follow the steps in Accessing MyAccount to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **Calling Line ID** link. If the link is not present, click **View More Features** to expand all options available under Call Settings.

4. Under the Call Acceptance section, click the **Calling Line ID** link. **Result:** The Calling Line ID window appears.

**Configure Calling Line ID for Incoming Calls**

5. Select the **On** radio button at the right of **External Line ID** to display the name and number for callers outside your group.

6. Select the **On** radio button at the right of **Internal Line ID** to display the name and number for callers inside your group.
7. Select the **On** radio button at the right of **Name Retrieval** to look up the name of a caller in an external database when the name does not display with the original call.

8. Click the **Save** button.

**Configure Calling Line ID for Outgoing Calls**

9. Select the **On** radio button at the right of **Line ID Blocking** if you want to hide your identity on outgoing calls.

10. Click the **Save** button.

**Do Not Disturb**

The Do Not Disturb feature allows you to set your phone as unavailable so that incoming calls are routed to voice mail immediately.

You can activate and deactivate the feature by dialing a feature access code on your phone or configuring the service through the MyAccount Portal.

**Figure 45. Do Not Disturb**

![Do Not Disturb](image)

Use the following steps to activate and deactivate the **Do Not Disturb** feature in MyAccount:

1. Login to the MyAccount Portal. (**Tip:** Follow the steps in *Accessing MyAccount* to login.)

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. On the MyAccount dashboard, navigate to the Call Settings tab and the **View More Features** link.

4. Scroll to the Call Acceptance section and click the **Do Not Disturb** link. **Result:** The Do Not Disturb window appears.

5. Click the **On** radio button to activate the Do Not Disturb feature and send incoming calls directly to your voice mail. When Do Not Disturb is turned on, a Ring Reminder option appears. Click the **Off** radio button to deactivate the feature.
6. Click the Ring Reminder **On** or **Off** radio button to activate or deactivate a short ring when a call is sent to voicemail.

7. Click the **Save** button.

**Result:** A message indicates your Do Not Disturb setting is saved.

---

**Call Forwarding**

Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions. This section instructs you on how to set up all types of call forwarding.

**Figure 46. Call Forwarding screen**
Forward All Calls

**Forward All Calls** allows you to re-route every incoming phone call to another number until you deactivate the feature. Callers are not aware that the call is ringing a different number and you are less prone to miss calls.

**Figure 47.  Forward All Calls**

![Forward All Calls](image)

Automatically forward all calls to another phone number. Use this rule to avoid interruption on busy days or when you’re away from your desk.

Use the following steps to forward all your incoming calls.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **Call Forwarding icon** in the Voice tab on the MyAccount Welcome screen.  
   **Result:** The Call Forwarding window appears. *(See *Figure 46.* )

3. Click the **On/Off** toggle at the right of **Forward All Calls** to enable this feature.  
   *(Note: Click the **Edit** link on the main Call Forwarding screen to modify the existing forward to number or Options/Manage field, as applicable.)*

4. In the **Forward To** field, enter the phone number to which you want all your calls sent.

5. *(Optional)* From the **Options/Manage** heading, use the drop-down menu to select whether you want your phone to alert you that you have the Call Forwarding Always feature activated.

6. Click the **Save** button to save your changes.
Forward When No Answer

Forward When No Answer allows you to re-route incoming phone calls when you are unavailable to answer your phone.

**Figure 48. Forward When No Answer**

Use the following steps to forward all your incoming calls when you are unable to answer your phone.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the *Call Forwarding icon* in the Voice tab on the MyAccount Welcome screen.  
   **Result:** The Call Forwarding window appears.

3. Click the *On/Off* toggle at the right of *Forward When No Answer* to enable this feature. *(Note: Click the *Edit* link on the main Call Forwarding screen to modify the existing forward to number or Options/Manage field, as applicable.)*

4. In the *Forward To* field, enter the phone number to which you want all your calls sent.

5. From the *Options/Manage* column heading, click the drop-down menu and choose the number of times the telephone will ring before the call routes to the number you specify.

6. Click the *Save* button to save your changes.
Forward When Busy

Forward When Busy allows you to re-route incoming phone calls to another number when you are on a call.

**Figure 49.  Forward When Busy**

Automatically forward all calls when your phone is busy. Use this rule to ensure that your callers avoid frustrating busy signals.

<table>
<thead>
<tr>
<th>Forward When Busy</th>
<th>On ⚫</th>
<th>Automatically forward all calls when your phone is busy. Use this rule to ensure that your callers avoid frustrating busy signals.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call From:</td>
<td></td>
<td>Any Phone Number</td>
</tr>
<tr>
<td>Forward To:</td>
<td>555557776</td>
<td></td>
</tr>
</tbody>
</table>

Use the following steps to forward all your incoming calls when you are on a call.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in Accessing MyAccount to login.)*

2. Click the **Call Forwarding icon** in the Voice tab on the MyAccount Welcome screen.  
   **Result:** The Call Forwarding window appears.

3. Click the **On/Off** toggle at the right of **Forward When Busy** to enable this feature.  
   *(Note: Click the **Edit** link on the main Call Forwarding screen to modify the existing forward to number.)*

4. In the **Forward To** field, enter the phone number to which you want all your calls sent.

5. Click the **Save** button to save your changes.
Forward When Not Reachable

Forward When Not Reachable allows you to re-route incoming phone calls to another number when your device is not accessible, or your service is impaired.

Figure 50. Forward When Not Reachable

Use the following steps to forward all your incoming calls when your device is not accessible.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the Call Forwarding icon in the Voice tab on the MyAccount Welcome screen. Result: The Call Forwarding window appears.

3. Click the On/Off toggle at the right of Forward When Not Reachable to enable this feature. (Note: Click the Edit link on the main Call Forwarding screen to modify the existing forward to number.)

4. In the Forward To field, enter the phone number to which you want all your calls sent when your device cannot be located.

5. Click the Save button to save your changes.
Add Call Forwarding Selective Rule

Call Forwarding Selective allows you to re-route specific incoming phone calls that match criteria you have set in a Call Forwarding Selective Rule. **(Note: A Call Forwarding Selective Rule must be configured before you can use this type of call forwarding.)**

**Figure 51.  Call Forwarding Selective**

Use the following steps to forward calls based on specific parameters.

1. Login to the MyAccount Portal. (**Tip:** Follow the steps in *Accessing MyAccount* to login.)

2. Click the **Call Forwarding icon** in the Voice tab on the MyAccount Welcome screen.  
   **Result:** The Call Forwarding window appears. (See *Figure 46.* )

3. Click the **Add icon** at the right of **Add Call Forwarding Selective Rule.**  
   **Result:** The configuration fields appear.

4. Enter a name for the rule in the **Selective Rule Name** field.
5. From the **When Receiving Calls From** drop-down menu, select the type of phone number (**Any Phone Number** or **Specific Phone Numbers**) that you want to add as part of the Selective Rule. *(Note: If you select Specific Phone Numbers, you will be prompted to identify the type of number you want to forward. You may add up to 12 numbers.)*

6. If you choose the **Any Phone Number** option, enter the number of where you want to re-route calls in the **Forward to** field. Check the **Do Not Forward** box if you do not want to re-route any calls.

7. If you choose the **Specific Phone Numbers** option from the **When Receiving Calls From** drop-down, you can determine if you want **Any Private Number** and/or **Any Unavailable Number** box to further define the type of call for which you want the rule to apply in the Call Forwarding Selective parameters.

8. Check the **Do Not Forward** radio button if you do not want to re-route calls.

**Understanding Schedules**

Schedules are structured to address what, where, when, why, and how a rule is used. Schedules can be created for each account and/or each location of your business.

Below are the components of a schedule and a description of what they mean and how you use them.

- **Create a Name for the schedule.** In **Figure 52**, a Work From Home (WFH) schedule will be built (as part of the Work From Home **Rule**.)

- **Define when the schedule occurs.** The WFH schedule will be Mon, Wed, Friday from 8:00am until 5:00pm. It will recur every week.

- **Designate to whom the schedule applies:** Is it for one person or a group? Administrators can configure both.

- **Create a sub-category for the schedule, known as an “Event.”** The Work From Home Schedule has an Event named “MWF” for Monday, Wednesday, and Friday. *(Note: Event names can be Schedule names, too; and one schedule can have multiple events.)*

- **Set a Start Date and End Date for the Event.** In the example, the event occurs every week on Mon, Wed, and Fri from 8:00am until 5:00pm and does not change.
Figure 52. **Add Schedule/Event screen**

9. Select the date/time that denotes when the rule is active. In the example, we want office calls to forward to our mobile or home office number 555-555-5555 every Monday, Wednesday, and Friday from 8:00am until 5:00pm.

10. Click the **Save** button.
   **Result:** The Call Forwarding Selective Rule screen appears.

11. Click the **Save** button again to confirm the changes.
Call Notify

Call Notify allows you to specify conditions for incoming calls that trigger email notification. You can manage the Call Notify rules for your missed calls. You can also edit which phone numbers and schedules will trigger an email notification.

**Figure 53. Call Notify**

Use the following steps to set up the **Call Notify** feature.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in Accessing MyAccount to login.)*

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link to expand all options available under Call Settings.

4. From the Call Forwarding section, click the Call Notify link. **Result:** The Call Notify window appears. *(See Figure 53.)*

5. Click the Add Call Notify Rule link. **Result:** The Call Notify Rule(s) window appears. *(See Figure 54.)*
Call Notify Rule

**Figure 54. Add Call Notify Rule**

Use the following steps to create a Call Notify Rule:

1. Enter the email address of the person or group that will receive email notifications in the **Send All Notification Emails to** fields and click the **Save** button.

2. Enter a name for the rule in the **Description** field. (Tip: Use the name of a person or group that will receive an email notification.)

3. Select the type of incoming phone number(s) that you want to trigger email notification. The options are **Any Phone Number** or **Specific Phone Number**.

4. If you choose the **Any Phone Number** option, select the **Send Notification** or **Do Not Send Notification** radio button to identify whether you want to have an email notification sent to the email you specified. (See **Figure 54**.)

5. If you select the **Specific Phone Numbers** radio button, options appear that allow you to designate the origination call type (**Any Private Number** and **Any Unavailable Number**) that you want to include in the Call Notification parameters. (Note: Enter a specific phone number in the blank field and click the **Add Another Number** link to add a maximum of 12 phone numbers.)

6. Select the **Send Notification** or **Do Not Send Notification** radio button to identify whether you want to have an email notification sent to the email you specified.

7. From the **During Regular Schedule** drop-down menu, select the date and time you want to receive email notifications. If you want to receive notifications at any
time during your regular (business hours) schedule, leave the value at Every Day, All Day. However, if you want to select a defined time schedule, select it from the drop-down menu or click the Add a Regular Schedule to create one.

**Note:** For instructions on how to create Regular and Holiday Schedules, refer to the Create Selective Call Acceptance Schedule and Add a Holiday Schedule sections.

**Personal Status Manager**

Personal Status Manager allows you to select one of four status settings that control your incoming calls.

To turn on Personal Status Manager, select any current status except None. You can change your current status and modify the action, phone number, and email address for each status setting.

**Note:** Using Personal Status Manager will override some of the other service settings associated with processing your incoming calls.

**Figure 55.  Personal Status Manager**

Use the following steps to access the Personal Status Manager:

1. Login to the MyAccount Portal. (**Tip:** Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.
3. Scroll to the Call Settings panel and click the View More Features link to expand all options available under Call Settings.

4. From the Call Forwarding section, click the Personal Status Manager link. 
Result: The Personal Status Manager window appears. (See Figure 55.)

Available (In Office) Status Setting

The Available (In Office) setting means that you are working from your desk where your phone is located.

Figure 56. Set Your Status Setting – Available (In Office)

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link to expand all options available under Call Settings.

4. From the Call Forwarding section, click the Personal Status Manager link. 
Result: The Personal Status Manager window appears. (See Figure 55.)

5. Click the Current Status drop-down menu and select Available (In Office). 
Result: The Status Settings expands.

6. In the Simultaneous Ring field, enter another phone number to ring with the primary line.

7. Click the If My Line Is Busy drop-down menu and select where calls should forward if your main phone line is busy. The options are Forward to Cox Voicemail and Forward to. (Note: If you select Forward to Cox Voicemail, proceed to step 4. If you select the Forward to drop-down menu, enter a secondary phone number in the field provided.)
8. If you select the **If I Don’t Answer** drop-down menu, select where calls should forward if you are unable to take the call. *(Note: If you select **Forward to Cox Voicemail**, click the **Save** button or expand any of the other Status Setting Types and proceed with configuration. If you select the **Forward to** drop-down menu, enter a secondary phone number in the field provided.)*

9. Click the **Save** button.

### Available (Out of Office)

The Available (Out of Office) setting means that you can receive calls, but you are not in your office.

#### Figure 57. **Personal Status Manager – Available (Out of Office)**

<table>
<thead>
<tr>
<th>Set Your Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Status: Available (Out of Office)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status Settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available (In Office)</td>
</tr>
<tr>
<td>Available (Out Of Office)</td>
</tr>
</tbody>
</table>

Use this feature when you are working away your desk for an extended period of time.

*When A Call Is Received:* Forward to Cox voicemail

*Send Notification Emails To:*

Use the following steps to set your status as available and out of the office.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link to expand all options available under Call Settings.

4. From the Call Forwarding section, click the **Personal Status Manager** link. *(Result: The Personal Status Manager window appears. (See *Figure 55.*))*

5. Under the Set Your Status section, click the **Current Status** drop-down menu and select **Available (Out of Office)**. *(Result: The Available (Out of Office) section under Status Settings expands.)*

6. Click the **When a Call Is Received** drop-down menu and select where calls should route: Forward to Cox Voicemail or Forward to and enter a phone number in the field provided.
7. From the **Send Notification Emails to** field, enter the email address of where such notifications should be sent.

8. Click the **Save** button.

**Busy**

The Busy status means that you are unable to accept incoming calls.

**Figure 58. Personal Status Manager – Busy**

Use the following steps to set your status as busy.

1. **Login** to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. **Click** the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the **My Services** section and click the **Voice Tools** icon.

3. **Scroll** to the **Call Settings** panel and click the **View More Features** link to expand all options available under **Call Settings**.

4. From the **Call Forwarding** section, click the **Personal Status Manager** link. **Result:** The Personal Status Manager window appears. *(See *Figure 55.*)*

5. Under the **Set Your Status** section, click the **Current Status** drop-down menu and select **Busy**. **Result:** The **Busy** section expands.

6. **Click** the **When a Call Is Received** drop-down menu and select where calls should route:
7. Click the **Forward to Cox Voicemail** to send calls to your voicemail.

8. Click Forward to Cox Voicemail except from specific phone numbers to specify certain phone numbers.

9. If you click the **Forward to Cox Voicemail except from specific phone numbers** option, the section expands so you can enter up to three phone numbers that you will not allow to forward to your Cox Voicemail.

10. In the **Forward These Numbers to** field, enter the phone number where incoming calls from the specified numbers will route.

11. Click the **Save** button.

**Unavailable**

The Unavailable status means that you are inaccessible and cannot answer incoming calls.

**Figure 59.  Personal Status Manager – Unavailable**

![Set Your Status](image)

Use the following steps to set your status as unavailable.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the **Voice Tools** icon.
3. Scroll to the Call Settings panel and click the **View More Features** link to expand all options available under Call Settings.

4. From the Call Forwarding section, click the **Personal Status Manager** link. 
   **Result:** The Personal Status Manager window appears. (See **Figure 55**.)

5. Under the **Set Your Status** section, click the **Current Status** drop-down menu and select **Unavailable**.
   **Result:** The **Unavailable** section expands.

6. Click the **When a Call Is Received** drop-down menu and select where calls should route: Forward to Cox Voicemail or Forward to Cox Voicemail except from specific phone numbers to specify certain phone numbers.

7. Click the **Forward to Cox Voicemail** to send calls to your voicemail.

8. Click Forward to Cox Voicemail except from specific phone numbers to specify certain phone numbers.

9. If you click the **Forward to Cox Voicemail except from specific phone numbers** option, the section expands so you can enter up to three phone numbers that you will not allow to forward to your Cox Voicemail.

10. In the **Forward These Numbers to** field, enter the phone number where incoming calls from the specified numbers will route.

11. Click the **Save** button.
Sequential Ring

In addition to your phone number, Sequential Ring allows you to add up to five phone numbers that will ring in your preferred order when the incoming call matches certain conditions.

Manage your phone numbers, settings and rules that will trigger sequential ringing. To activate Sequential Ring, you must have at least one rule turned on.

**Figure 60. Sequential Ring Screen**

Use the following steps to set up a **Sequential Ring** chain.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link.
4. Scroll to the Call Forwarding panel and click the **Sequential Ring** link.  
**Result:** The Sequential Ring window appears.

5. Click the **Ring My Phone Number First** check box to ring your primary phone number before routing calls to the next phone number in the list.

6. Click the **Skip to Next Number if Busy** check box to ring the next number in the list if a number is busy.

7. Click the **Allow Caller to Skip Sequence** check box for the caller to advance to the first available number in the list.

8. In the **No. of Rings** field, expand it to select how many times you want the phone to ring before advancing to the number(s) listed in the Sequential Ring order.

**Add Another Number**

You may choose to route all or select incoming calls to your **Sequential Ring** List. To route only selective calls, you must add rules that will determine when calls are routed.

**Figure 61. Add Another Number**

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Phone Number</th>
<th>Answer Confirmation</th>
<th>Rings</th>
<th>Manage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5555599999</td>
<td>No</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

Use the following steps to configure the phone numbers that will be used for the **Sequential Ring** feature.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link.

4. Scroll to the Call Forwarding panel and click the **Sequential Ring** link.  
**Result:** The Sequential Ring window appears.

5. Click the **Add Another Number** link. *(Note: You can enter up to five (5) numbers.)*

6. Enter the **Phone Number** to which calls should be routed.

7. Choose **Yes** or **No** from the **Answer Confirmation** drop-down menu. *(Note: Select **Yes** for each number you want. Answer Confirmation requires that the called party press 1 on the keypad to receive the call. If one (1) is not entered, the call continues through the list of sequential numbers. This feature prevents calls from being placed into the voice mail of the alternate sequential numbers.)*
8. Click the **Rings** drop-down menu to select the number of rings before the call is forwarded to the next number.

9. Scroll to the Sequential Ring Rules section to set up a rule in which this feature will take effect. (Important: To activate Sequential Ring, you must have at least one **Sequential Ring Rule** turned On.)

**Sequential Ring Rule**

When you enter the numbers in the Sequential Ring, you can create a rule that triggers when configured criteria is met.

**Figure 62. Sequential Ring Rule Configuration**

![Sequential Ring Rule Configuration](image)

Use the following steps to assign an existing Rule or configure a new **Sequential Ring Rule**:

1. Login to the MyAccount Portal. (Tip: Follow the steps in *Accessing MyAccount* to login.)

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link.

4. Scroll to the Call Forwarding panel and click the **Sequential Ring** link. **Result:** The Sequential Ring window appears.

5. Click the **Edit** or **Add Sequential Ring Rule** link to change or add a new Sequential Ring Rule. (Refer to the Sequential Ring Rules section at the bottom of the Sequential Ring List screen in *Figure 60* to view the section.)

6. Enter a **Description** for the rule in the field provided.
7. Click the **When Receiving Calls From** drop-down menu and select the option to which the rule applies. The options are **Any Phone Number** or **Specific Phone Numbers**.

8. If you select **Specific Phone Numbers**, click the type of phone number (**Any Private Number** or **Any Unavailable Number**) and enter the number.

9. Click the **Call Sequential Ring List** or **Do Not Call Sequential Ring List** check box to activate or deactivate this feature.

10. Click the **During Regular Schedule** or **During Holiday Schedule** drop-down menus and select an existing schedule for when the Sequential Ring Rule should apply.

   **Note:** For instructions on how to create Regular and Holiday Schedules, refer to the **Create Selective Call Acceptance Schedule** and **Add a Holiday Schedule** sections.

11. Create separate Sequential Ring Rules if both a Regular and a Holiday Schedule are desired.

12. Click the **Save and Return** button on the Sequential Ring Rule screen.

13. Click the **Save** button on the Sequential Ring screen.

   **Result:** The red Off button **OFF** next to the feature name will turn to a green On button **ON**, meaning the Sequential Ring feature is active.
Simultaneous Ring

Simultaneous Ring allows you to set up a maximum of 10 phone numbers that will ring at the same time for incoming calls.

**Figure 63. Simultaneous Ring List Options**

Simultaneous Ring allows you to select up to ten other phone numbers that will ring at the same time, or when the incoming call matches your rules. You can activate Simultaneous Ring or manage phone numbers that will ring at the same time. If you select "On with Simultaneous Ring Rules," you must turn on at least one rule.

**Use the following steps to identify other numbers that will ring when you receive an incoming call:**

1. Login to the MyAccount Portal. (Tip: Follow the steps in *Accessing MyAccount* to login.)
2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.
3. Scroll to the Call Settings panel and click the View More Features link.
4. Scroll to the Call Forwarding panel and click the Simultaneous Ring link. **Result:** The Simultaneous Ring window appears. (See Figure 63.)
5. From the Use Simultaneous Ring List field, click one of the following radio buttons:
6. Click the **Off** checkbox to disable the Simultaneous Ring feature.

7. Click the **Always On** check box to keep Simultaneous Ring on all the time.

8. Click **On With Simultaneous Ring Rules** to specify a time using a pre-defined rule.

9. Click the **Do Not Call My List If I Am On a Call** check box to disable the feature while you are engaged in a call.

10. In the **Phone Number** field, enter another phone number to ring in conjunction with the primary number.

11. Click the **Add Another Number** link to add a phone number to the list. You can enter up to ten phone numbers that will ring at the same time.

12. From the **Answer Confirmation** drop-down, click the **Yes** or **No** option. (**Note**: If you select **Yes**, the call recipient will be prompted to press any key before being connected. This is useful when you want the call recipient to know that the call is not meant specifically for them.)

13. Click the **Remove** link to delete a phone number from the list. Click the **Clear** link to change the current phone number.

14. Scroll to the **Simultaneous Ring Rules** section and click the **On** box to use an existing rule for Simultaneous Rings. (**Note**: This will create parameters for when the rule will trigger the feature. If a rule has not been set up, click the **Add Simultaneous Ring Rule** link.)

Use the following steps to add and configure a **Simultaneous Ring Rule**.

**Figure 64. Add / Edit Simultaneous Ring Rule**

1. Enter a rule name in the **Description** field.
2. Click the When Receiving Calls From drop-down menu and click the option to which the rule applies. The options are Any Phone Number or Specific Phone Numbers.

3. If you select Specific Phone Numbers, click the type of phone number (Any Private Number or Any Unavailable Number) and enter the number.

4. Click the Call Simultaneous Ring List or Do Not Call Simultaneous Ring List radio button to use (or not use) the rule.

5. Click the drop-down menu for During Regular Schedule or During Holiday Schedule to select when the rule applies for business hours or holidays. If a schedule has not been set, follow

6. Create a new business schedule by clicking Add a Regular Schedule and selecting a pre-existing schedule.

7. Create a new holiday schedule by clicking Add a Holiday Schedule link.

   **Note:** For instructions on how to create Regular and Holiday Schedules, refer to the Create Selective Call Acceptance Schedule and Add a Holiday Schedule sections.

   **Important:** You must create separate Simultaneous Ring Rules if both a Regular and a Holiday Schedule are needed.

8. Click the Save button to save the new Rule and click the Save button on the Simultaneous Ring window.

   **Result:** The red Off button, next to the feature name, will turn to a green On button. This means the Simultaneous Ring feature is active.
Call Receiving

Auto Attendant

This feature is set up by MyAccount administrators. Refer to the VoiceManager Administrators Guide for details.

Call Waiting

Call Waiting allows you to receive calls while you are on the phone. Activating this feature may prevent calls from properly hunting to other available phone lines if your line is part of a Series Completion Group or Hunt Group.

Figure 65. Call Waiting

Use the following steps to set up the Call Waiting feature:

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link.

4. Scroll to the Call Receiving panel and click the Call Waiting link.

Result: The Call Waiting window appears.

5. Select the On radio button to activate the Call Waiting feature or the Off button to deactivate.

6. Click the Save button.
Priority Alert

Priority Alert allows you to identify specific callers with a distinctive ring based on alert rules you create.

Figure 66. Priority Alert Screen

Use the following steps to view and create a Priority Alert rule:

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link.

4. Scroll to the Call Receiving panel and click the Priority Alert link.

Result: The Priority Alert window appears.

5. Click the Add Priority Alert link to create a new rule.
Add Priority Alert Rule

A Priority alert provides a description and phone numbers that will trigger the alert. Priority alerts can be set to occur when receiving calls from any external phone number or specific phone numbers. You will need to select which regular or holiday schedule to use for this priority alert.

Figure 67. Add Priority Alert

1. Following steps 1-5 in the Priority Alert section, enter a name for the rule in the Description field.

2. From the When Receiving Calls From drop-down menu, select the type of phone number for which to apply the rule. (Note: By default, Any External Phone Number is selected. Select Specific Phone Numbers to expand the screen and enter specific information.)

3. In the Action field, click the Use Priority Alert or Do Not Use Priority Alert radio button to designate how to treat the call.

4. Select when to apply the rule by clicking an option in the During Regular Schedule and During Holiday Schedule drop-down menus.

Note: For instructions on how to create Regular and Holiday Schedules, refer to the Create Selective Call Acceptance Schedule and Add a Holiday Schedule sections.
Important: You must create separate Priority Alert Rules if both a Regular and a Holiday Schedule are needed.

5. Click the Save and Return button. (See Figure 67.)

6. Click the Save button to save the new rule and, if enabled, click the Save button on the Priority Alert window.

Result: The red Off button Off next to the feature name will turn to a green On button On, meaning the Priority Alert feature is active.

Push to Talk

Push to Talk allows people to call each other and have the call answered automatically (depending on the Auto Answer setting), either as a one-way call, or a two-way call, providing point-to-point intercom functionality between two phones in the same group.

Use the following steps to set up the Push to Talk feature.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)
2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link.

4. Scroll to the Call Receiving panel and click the **Push to Talk** link. *Result:* The **Push to Talk** window appears. (See Figure 68.)

5. Click the **On** checkbox to automatically hear the caller’s voice over the intercom when receiving a Push to Talk call. Select the **Off** radio button to manually answer a Push to Talk call without using the intercom.

6. Click the **Outgoing Connection Type** drop-down menu and select **One-Way** or **Two-Way** communication. (*Note:* In a one-way connection, only the caller can talk and be heard. In a two-way connection, both parties can talk and be heard.)

7. Select who you want to allow calls from in the drop-down menu. The options are **Only the Assigned Users** or **Everyone Except the Assigned Users**. (*Note:* The lists of Assigned Users and Everyone Except Assigned Users are in the middle of the Push to Talk screen.)

8. To add Available Users, highlight their names and click the **Add** button. To add all users in the Available Users list, click the **Add All** button.

9. To remove existing Assigned Users, highlight their names and click the **Remove** button. To remove all Assigned Users, click the **Remove All** button.

10. Click the **Save** button.
**Dial/Redial**

**Automatic Callback**

Automatic Callback allows you to automatically receive a return call from a formerly busy line in your group that you have attempted to call.

**Figure 69. Automatic Callback**

Use the following steps to configure the **Automatic Callback** feature:

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Call Settings panel and click the **View More Features** link.

4. Scroll to the Dial/Redial panel and click the **Automatic Callback** link. **Result:** The **Automatic Callback** window appears. *(See Figure 69.)*

5. Select the **On** radio button to activate the feature or click the **Off** radio button to deactivate.

6. Click the **Save** button. **Result:** A message indicates your **Automatic Callback** setting was updated.
Speed Dial

Speed Dial offers two options that allow making calls using speed codes. Speed Dial 8 provides single-digit dialing for up to eight (8) frequently called phone numbers. Speed Dial 100 provides two-digit dialing for up to 100 frequently called phone numbers. *(Note: To turn on the Speed Dial feature, at least one Speed Dial Rule must exist.)*

**Figure 70. Speed Dial**

<table>
<thead>
<tr>
<th>Speed Dial</th>
<th>Create</th>
<th>Speed Dial offers two options that allow you to make calls using speed codes: Speed Dial 8 and Speed Dial 100. Speed Dial 8 lets you create up to eight one-digit speed codes, while Speed Dial 100 allows you to create up to 100 two-digit speed codes. To turn on this feature, at least one Speed Dial rule must exist. You can add, edit or delete a Speed Dial rule.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search:</td>
<td>Clear</td>
<td></td>
</tr>
<tr>
<td>Listing 0 Speed Dial Rules</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prefix</td>
<td>Speed Code</td>
<td>Phone Number</td>
</tr>
<tr>
<td>No data to display</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add Speed Dial Rule</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add</td>
<td>Rack</td>
<td></td>
</tr>
</tbody>
</table>

Use the following steps to **add a Speed Dial Rule**:

1. Login to the MyAccount Portal. *(Tip: Follow the steps in Accessing MyAccount to login.)*
2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.
3. Scroll to the Call Settings panel and click the View More Features link.
4. Scroll to the Dial/Redial panel and click the Speed Dial link. *(Result: The Speed Dial window appears.)*
5. To add a speed dial rule, click the Add Speed Dial Rule link. *(Result: The Add/Edit Speed Dial Rule dialog box opens.)*
6. In the Add Speed Dial Rule window, make the following selections:
   a. From the **Speed Code** drop-down, select which speed dial numeric code you want to assign to a number; e.g., 2.
   b. Enter the **Phone Number** to attach to the speed code.
   c. Enter a name of the person or group associated to the speed dial in the **Description** field for the speed dial party.

7. Click the **Save** button.

Use the following steps to **edit or delete** a speed dial rule.

**Figure 72. Edit Speed Dial Rule**
1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link.

4. Scroll to the Dial/Redial panel and click the Speed Dial link.

Result: The Speed Dial window appears.

5. Click the Edit or Delete link to modify or remove an existing rule. (Note: You may change the Phone Number and/or the Description of the Speed Dial.)

6. Click the Save link.

VoiceManager Ringdown

Ringdown is a feature for VoiceManager lines that allows a phone number to “ring down” to a different phone number, such as an elevator line, an intercom line, or a security gate line.

The line can be a “hot” line, which means there will be no wait time before the destination is dialed; or a “warm” line, which will result in a short delay (in seconds) before the destination is dialed.

Figure 73. VoiceManager Ringdown

Use the following steps to turn on the ringdown feature and make configuration updates in the MyAccount portal. (Note: This feature is normally configured by the MyAccount Administrator or Profile Owner.)

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)
2. From the Welcome page, click the More icon to expand.
   **Result:** A list of options appears.
3. Click the **Voice Tools** link.
   **Result:** The Voice Tools main page appears.
4. From the Call Settings pane, click the **View More Features** link (if Ringdown does not display in the pane.)
5. On the VoiceManager Dashboard, scroll to the Dial/Redial category in the Call Settings section and click the **VoiceManager Ringdown** link.

   **Figure 74.** **VoiceManager Ringdown Setting screen**

6. To turn on the ringdown feature and to make configuration updates, click the **Edit** link next to the applicable telephone number.
   **Result:** The Edit Ring-to Number dialog box appears.
7. Enter the **Ring-to Number**, select the **Status** of the number (Enabled or Disabled), and enter a number (of seconds) that you wish to delay the ring. If you do not want the ring to delay, keep the value at “0” [Seconds].

8. Click the **Continue** button.
   **Result**: A Confirm dialog box appears.

9. Click the **Confirm** button.
   **Result**: The Configuring dialog box appears. *(Note: If the configuration works, you will see Success in the Success/Failure column. If the ringdown set up doesn’t work, you will see Failure.)*

10. Click the **Continue** button.
    **Result**: The newly configured Ring-to Number displays and the feature is set to **On**.
    *(Note: A message appears at the top of the screen that states the line is reset.)*

**Figure 76. Newly created Ring-to Number screen**
Holds and Transfers

Automatic Hold/Retrieve

This feature allows calls to automatically be placed on hold then retrieved from other extensions.

Figure 77. Automatic Hold/Retrieve

<table>
<thead>
<tr>
<th>Extn.</th>
<th>Account Number</th>
<th>Automatic Hold/Retrieve</th>
<th>Automatically Retrieve Call After</th>
<th>Manage</th>
</tr>
</thead>
<tbody>
<tr>
<td>222</td>
<td>132035709101</td>
<td>On</td>
<td>120</td>
<td>Edit</td>
</tr>
<tr>
<td>333</td>
<td>132035709101</td>
<td>On</td>
<td>120</td>
<td>Edit</td>
</tr>
<tr>
<td>444</td>
<td>132035709101</td>
<td>On</td>
<td>120</td>
<td>Edit</td>
</tr>
<tr>
<td>888</td>
<td>132035709101</td>
<td>On</td>
<td>120</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Figure 78. Edit Automatic Hold/Retrieve Extension Settings

Allow Automatic Hold/Retrieve:

- On
- Off

Extension:

475

Automatically retrieve call after:

90

Display FirstName:

Bob

Display LastName:

Johnson

[Back]
Use the following steps to edit an automatic hold/retrieve extension.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. From the Welcome page, click the More icon to expand. Result: A list of options appears.

3. Click the Voice Tools link. Result: The Voice Tools main page appears.

4. Scroll to the Call Settings pane and click the View More Features> link. Result: The Call Settings section expands.

5. Scroll to the Holds and Transfers category and click the Automatic Hold/Retrieve link. Result: The Automatic Hold/Retrieve screen appears and displays a list of extensions that have been set up.

6. Click the Edit link to the right of an extension you want to modify. Result: The Edit Automatic Hold/Retrieve Extension Settings screen appears.

7. allow calls to be transferred to this extension.

8. Enter the extension of the number. The extension must be between two and six digits.

9. Enter the number of seconds of how long the call will be on hold before it is automatically returned to the person who transferred the call to that extension.

10. Change the first name and/or last name of the party to whom the extension is assigned.

11. Click the Save button.
Call Park

Call Park uses feature access codes to allow members of a Call Park Group to park a call so that any member of the group can retrieve it. You can edit your timer settings and enable a parked call to be announced. You can also manage your Call Park Groups.

**Figure 79. Call Park screen**

Use the following steps to set up Call Park.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. From the Welcome page, click the More icon to expand. **Result:** A list of options appears.

3. Click the *Voice Tools* link. **Result:** The Voice Tools main page appears.

4. From the Call Settings pane, click the View More Features link. **Result:** The Holds and Transfers category and click the Call Park link. **Result:** The Call Park screen appears. (See *Figure 79.*
6. In the **Recall Timer** field, enter the time, between 30 and 600 seconds, before a parked call will ring the phone on which it was parked.

7. In the **Display Timer** field, select how long an unretrieved parked call displays on the phone before it is automatically released.

8. Check the box for **Enable Parked Destination Announcement** if you want the system to announce which extension in the group the call is parked on.

**Add a New Call Park Group**

You can add Call Park groups and search users by last or first name. You can also edit the group name and assign or unassign users. To determine the sequence in which parked calls hunt for an available user, you can reorder the “Assigned Users” list.

**Figure 80. Add New Call Group screen**

Use the following steps to add a new call park group.

1. Login to the MyAccount Portal. (**Tip:** Follow the steps in *Accessing MyAccount* to login.)

2. From the Welcome page, click the **More icon** to expand. **Result:** A list of options appears.
3. Click the Voice Tools link.
   **Result:** The Voice Tools main page appears.

4. From the Call Settings pane, click the View More Features link.

5. Scroll to the Holds and Transfers category and click the Call Park link.
   **Result:** The Call Park screen appears. (See Figure 79.)

6. Click the Add Call Park Group link.
   **Result:** The Call Park Settings screen appears. (See Figure 80.)

7. Enter a name for the call park group in the Group Name field.

8. From the Available Users pane, click the individual you want to become an Assigned Users. *(Tip: If you want to add or remove multiple people that are not listed in sequential order, press the Ctrl key and click the users’ names, then click the Add or Remove button.)*

9. (Optional) Enter the name of a user in the Search field to locate a user you want to add or remove.

10. (Optional) If your business has multiple accounts, click the Filter by: drop-down menu and select the account to view, add, and remove users from a Call Park Group.

11. Click the Save button.

**Call Transfer**

Call Transfer allows you to manage how transferred calls are directed. Specify settings for Call Transfer Recall, Busy Camp and Do Not Redirect.

**Figure 81. Call Transfer**

![Call Transfer](image)
Call Hold

Call Hold allows you to dial a feature access code to hold and retrieve calls. You can make another call while the first call is on hold and you can toggle between active and calls on hold.

**Note:** This feature does not require set up in MyAccount.

Use the following feature access code to activate the Call Hold function:

1. Click the flash button or the switch hook.
2. Press *22.
3. Make a second call.
4. To toggle between calls, click the flash button and press *22#.

Call Transfer

Call Transfer allows you to manage how transferred calls are directed. You can specify settings for Call Transfer Recall, Busy Camp and Do Not Redirect.

**Figure 82. Call Transfer**

Use the following steps to set up the Call Transfer feature.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.
3. Scroll to the Call Settings panel and click the View More Features link.

4. Scroll to the Holds and Transfers panel and click the Call Transfer link.
Result: The Call Transfer window appears.

5. Click the On radio button to allow a transferred call to be reconnected to the transferring party if no one answers after a predefined number of rings. Click the Off radio button if you do want to activate this part of the Call Transfer feature.

6. From the Number of Rings Before Recall drop-down menu, select the number of rings a caller should hear before the call is returned to the transferring party when the call is not answered by the destination party. This feature also prevents further redirections from the destination party.

7. Click the On radio button in the Busy Camp field to allow a transferring user to be camped on a busy call until the number becomes available with a configurable time. Click the Off radio button if you do want to activate this part of the Call Transfer feature.

8. Click the On radio button in the Redirect Unannounced Transfers field to prevent unannounced transferred calls from being redirected. Click the Off radio button if you do want to activate this part of the Call Transfer feature.

9. Click the On radio button in the Redirect Announced Transfers field to prevent announced transferred calls from being redirected. Click the Off radio button if you do want to activate this part of the Call Transfer feature.

Music On Hold

Music On Hold plays default (or customized) music or customized messages for callers on hold with Call Park, Call Hold, and Busy Lamp features. (Note: MyAccount administrators can edit the existing group type or add, edit and delete an account type.)

Figure 83. Music On Hold screen

Use the following steps to configure the Music On Hold feature:

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)
2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Call Settings panel and click the View More Features link.


5. Click the On radio button to activate Music On Hold. Click the Off radio to deactivate.

6. Click the Save button.
Advanced Call Settings

On the Advanced Call Settings screen, you can configure features associated with how a company’s team can dial out and answer their phones. Some of these features include Call Pickup, Hunting and Series Completion, and Instant Group Call.

**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

### Figure 84. Advanced Call Settings Tab

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**Call Center**

**Call Center Queues**

Here call center queues can be created or managed. You can set up a call center to allow agent log in/out, to queue incoming calls that are unable to be answered immediately, to re-direct calls and to play music for callers on hold. Refer to the Call Center Standard Agent/Supervisor User Guide for details.

**Call Recording**

**Manage Call Recording**

The Manage Call Recording feature is provided by a Cox Business partner, Dubber. Businesses with Auto Attendant are typical users of this tool and it is set up by MyAccount Administrators.

MyAccount users with User-level permissions should dial **9999** on their phone and follow the prompts to record their name. Refer to the Dubber Audio Call Recording with Cox Business Voice User Guide for details.
Remote Calling

Call Pull

Call Pull allows you to pull an active call from one Unified Communications App (UC App) to another or to/from your IP desk phone so that all apps/devices are using the same phone number/seat.

Figure 85. Call Pull screen

Use the following steps to enable Call Pull.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Advanced Call Settings panel and click the View More Features link.

4. Scroll to the Remote Calling panel and click the Call Pull link. Result: The Call Pull window appears.

5. Click the On radio button to activate the feature (or click the Off radio button to deactivate the feature).

6. Click the Save button.
Remote Office

You can designate a “Remote Phone Number” as your primary business number so you can continue working as if you were in the office. Your business number will appear to called parties, and your business will be billed for your phone activity.

Figure 86. Remote Office

Use the following steps to activate or deactivate Remote Office.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Advanced Call Settings panel and click the Remote Office link. If you do not see it in the panel, click the View More Features link. Result: The Remote Office window appears.

4. Click the On radio button to activate Remote Office. Click the Off radio button if you do want to activate this Call Remote feature.

5. Enter a valid phone number in the Remote Phone Number field.

6. Click the Save button.
Team Calling

Busy Lamp

The Busy Lamp feature displays a presence indicator on the phone that allows MyAccount Users to see who in the organization is available (or not) for a phone call.

You can search available users by last or first name and add up to 50 monitored users to your attendant console phone. You can also remove monitored users and reorder the monitored users list.

**Figure 87. Busy Lamp**

![Busy Lamp](image)

Use the following steps to configure the Busy Lamp feature:

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Advanced Call Settings panel and click the Busy Lamp link. If you do not see it in the panel, click the View More Features link.

4. Under the Team Calling section, click the Busy Lamp link.

**Result:** The Busy Lamp screen appears.
5. Click the user(s) listed in the Available Users list you want to designate as a Monitored Users.

Note: Monitored Users are those individuals whose phone activity can be checked by others through the Shared Call Appearance feature that is available on IP Phones and the Receptionist Console application.

6. Click the Add or Add All button to move one or all to the Monitored Users list. You can also locate a specific user by entering Search criteria and clicking the Find button.

Note: You can sort the Monitored Users list in ascending or descending order when you click the up or down arrow buttons with a line over or under the arrow. You can also move a user up or down in the list when you click the Up and Down arrow buttons.

7. Click the Remove or Remove All button to remove one or all users, respectively, from the Monitored Users list and return them to Available Users.

8. Click the Save button.

Call Pickup

Call Pickup allows users to define members in a group that can answer phones for other members in the group by entering a feature access code followed by the extension. (Note: This feature is set up by MyAccount Administrators.)

Figure 88. Call Pickup

Use the following steps to see members of your group.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)
2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Advanced Call Settings panel and click the **Call Pickup** link. If you do not see it in the panel, click the **View More Features** link.

4. Under the **Team Calling** section, click the **Call Pickup** link.

   **Result**: The Call Pickup screen appears.

5. Click the **My Call Pickup Group** link to expand the list and see all members in the group.

**Directed Call Pickup with Barge-In**

Directed Call Pickup with Barge-In allows MyAccount Users to conference into a call that has already been answered by dialing feature access code *33# and then the specific extension number of the call you want to pick up.

The Barge-In Warning Tone will alert a user when you barge in on their call. If you would like to change this setting, contact your customer service representative.

Click the **OK** button to exit the screen.

**Figure 89. Directed Call Pickup with Barge-In**

![Directed Call Pickup with Barge-In](image)

**Hunting and Series Completion**

This feature is managed by MyAccount Administrators. Refer to the [VoiceManager Administrator Guide](#) for details.

**Instant Group Call**

This feature is managed by MyAccount Administrators. Refer to the [VoiceManager Administrator Guide](#) for details.
Applications

The Applications tab enables you to access and download additional tools associated with VoiceManager, VoiceManager, and MyAccount.

Note: The available applications depend on the service package associated to your account and the permissions you have been assigned.

Figure 90. Applications Tab

Call Center

Call Center Console

The Call Center Console is a communications management product for Call Center agents and supervisors.

Figure 91. Call Center Console login

Use the following steps to login to the portal.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)
2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Applications panel and click the **Call Center Console** link. If you do not see it in the panel, click the **View More Features** link.

4. Under the **Call Center** section, click the **Call Center Console** link. **Result:** The Call Center login screen appears.

5. Enter your **User ID** and **Password** in the fields and click the **Sign In** button.

6. Refer to the **Call Center User Guide** for details.

**General 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.

**Note:** MyAccount Administrators can turn on the group's "Voice Portal" and "Voice Portal Wizard." specify what logins to allow and change their password.

**Figure 92. Voice Portal**

![Voice Portal](image-url)
Use the following steps to access the **Voice Portal** application:

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Applications panel and click the **Voice Portal** link. If you do not see it in the panel, click the **View More Features** link.

4. Under the General Applications section, click the **Voice Portal** link. **Result:** The Voice Portal screen appears.

**Note:** For Users to access **Voice Portal**, Administrators must click the **Voice Portal On** radio button to activate the feature.

5. Click **Yes** radio button in the **Reset User Password** field to change an existing password.

6. Enter the **New Password** in the field provided. *(Note: The Voice Portal Password must be numerical, 6-8 digits in length and comply with other Voice Portal Password Rules)*

7. Re-enter the password in the **Confirm New Password** field.

8. Click the **Save** button.

**General Settings**

**Contact List**

A **Contact List** contains names of people and their phone numbers that you reference or call regularly. The **Contact List** comprises a Common Contact List and a Personal Contact List. You two types: Personal set that you call allows you to conduct teleconference calls for a maximum of 15 telephone numbers, without the need for any special configuration.
Use the following steps to add or edit your **Personal Phone List**.

1. Login to the MyAccount Portal. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Applications panel and click the **General Settings** link. If you do not see it in the panel, click the **View More Features** link.

4. Scroll to the General Applications section and click the **Contact List** link. **Result:** The Contact List screen opens and displays links for Import Contact List and Personal Contact List.

5. Click the **Import Contact List** link to import up to 500 phone records in .csv format.

6. Click the **Personal Contact List** link to view and add frequently used personal numbers.

**Figure 94. **Import Contact List
7. To import a file with up to 500 contacts, click the **Import Contact List** link. (See Figure 94.)

8. Click the Choose File link and select the file (.csv only) that you want to import.

9. Click the **Open** button.
   
   **Result:** The Imported file appears in the dialog box.

10. Click the **Save** button.

**View/Add a Personal Contact List**

1. To view or add a number, click the plus symbol + to expand the **Personal Contact List**.
   
   **Result:** A list displays your contacts and their numbers.

2. To add a new entry, click the **Add Personal Contact** link at the bottom of the screen. (See Figure 96.)
   
   **Result:** The Add Contact dialog appears. (See Figure 97.)

**Figure 95. Import Contact List dialog box**

**Figure 96. Personal Contact List**
3. Enter the contact’s name and phone number, and then click the **Save** button.
   **Result:** The new entry will appear in the Common Contact List.

   **Figure 97. Add Contact Window**

   ![Add Contact Window](image)

**Outlook Integration**

Outlook Integration allows you to use your Microsoft Outlook features and settings within MyAccount. You can retrieve contacts from your Outlook contacts.

   **Figure 98. Outlook Integration**

   ![Outlook Integration](image)

Use the following steps to set up Outlook Integration.

1. Login to the MyAccount Portal. (**Tip:** Follow the steps in *Accessing MyAccount* to login.)

2. Click the **More** icon in Quick Tools and click the **Voice Tools** link or scroll to the My Services section and click the **Voice Tools** icon.

3. Scroll to the Applications panel and click the **General Settings** link. If you do not see it in the panel, click the **View More Features** link.
4. Under the General Settings section, click the **Outlook Integration** link.  
   **Result:** The Outlook Integration screen opens.

5. Click the **On** radio button to activate the feature.

6. From the **Retrieve Contacts From** drop-down menu, choose whether you want to integrate with your **Default Contacts Folder** or **All Contacts Folder**. (**Note:** The number of entries in your All Contacts Folder will impact the length of time it takes to complete the integration process.)

7. Click the **Save** button.

**Personal Status Manager**

Some users may see the Personal Status Manager feature listed in the Applications drop-down. Instructions on how to set this up are listed on page 52.
UC Apps
Download for Desktop, Mobile, and Tablet

Use the following steps to navigate and download UC Apps.

1. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

2. Click the More icon in Quick Tools and click the Voice Tools link or scroll to the My Services section and click the Voice Tools icon.

3. Scroll to the Applications panel.
   Result: A section for UC Apps displays.

4. Click any of the links below to download the Unified Communications App User Guide for the following device types:

   - Windows Desktop
   - Mac Desktop
   - Android Mobile
   - iPhone
   - Android Tablet
   - iPad

End of Document