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Introduction

The Cox Business MyAccount Portal allows 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 IP Centrex

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.

Figure 1. **Welcome Email (sample)**

```plaintext
Dear Valued Cox Business Customer,

Thank you for choosing Cox Business. A profile administrator has created a User ID for MyAccount, our secure, online portal to manage your services and activate your features.

Please click on the link below to log in to MyAccount using the User ID and temporary password provided below. For added security, you will be asked to change your password to a new password during your initial login. Your new password must be at least 8 digits in length and contain alpha and numeric characters.

[www.coxbusiness.com/myaccount](http://www.coxbusiness.com/myaccount)

Your User ID: [redacted]
Your temporary password: snake6tooth

Please contact your profile administrator if you have questions about your access permissions.

For questions about Cox Business service, please contact our dedicated 24/7 support team at 866-272-5777.

Thank you,

Cox Business
```

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.
Logging into MyAccount Portal

When you have established your permanent MyAccount password, you can log in directly to the portal to access IP Centrex 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.
   
   **Figure 2. Sign In MyAccount**

2. Enter your User ID and Password.

3. Click the Sign In button.

   **Result:** The MyAccount Welcome page appears.
MyAccount Portal Home Screen

The following sections provide a brief description for each of the major components on the MyAccount Welcome screen.

![MyAccount Welcome page](image-url)
Quick Tools

Quick Tools icons, displayed in Figure 5, provide easy access to view Messages, Business Email, Voice Mail (if configured) and More. (Note: The icons you see depend on the services for your business’s account and the permission level you have been assigned.)

The following sub-sections describe each icon and provides steps on how to access and use the function.

Figure 5. Quick Tools

Messages

MyAccount users can see messages about maintenance notifications, 911 calls, and more in the Message center. From the MyAccount Welcome page, a panel displays snippets of the messages; and when you click the Messages icon (shown above), a detailed list of the memos appears.

Figure 6. Messages

Use the following steps to review your messages.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)
2. Click the **Messages** icon in Quick Tools.

   **Result:** The My Messages screen appears and includes the following information: the **Date/Time** stamp of when the message was generated, the **Account Number** to which the message belongs, the **Account Alias** (name), the **Type** of message; e.g., 911, and a link to the **Notification** (entire message). See Figure 6.

3. Locate the message you want to view and click the subject link in the **Notification** column. *(Note: You can download the message as a PDF or CSV file when you click either link. See Figure 6.)*

   **Result:** The full message appears in a dialog box.

   **Figure 7. Message (sample)**

   ![Message Sample]

   A call to 911 was made at 12:29 PM CDT on Jan 30, 2020 from 5314445284-bbcb-BTBC0053 using the device: N/A with E911 address: Unavailable Account Number: 132035709101 Account Service Address: 11505 W DODGE RD OMAHA, NE 68154-2536 OMAHA NE 68154 Reply STOP to opt out of all SMS notifications.

   ![Close]

4. Click the **Close** button to return to the Messages screen.

**Business Email**

Customers who purchase (Cox) Business Email can view their email from the MyAccount portal.

**Figure 8. Business Email**

![Business Email]

Use the following steps to access your business email.

1. Login to the MyAccount Portal. *(For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)*

2. Click the **Business Email** icon in Quick Tools.

   **Result:** The Email login screen appears.

3. Enter your business email address and password.

4. Click the **Sign In** button.

   **Result:** A list of your emails appears.
Voice Mail

Cox Business provides Voice Mail online messaging for all voice mailboxes. MyAccount users can see a list of the Name, Phone Number, Date, and Duration of their voicemails; and can listen to them. MyAccount administrators and Profile Owners can see the same overview for all users on an account, but they cannot listen to users’ messages.

Figure 9. Voice Mail

Use the following steps to access your voice mail messages online.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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

3. Locate the message you want to hear. (Note: Unread messages will be in bold font.)

4. (Optional) Use the Search field or the Filter by drop-down to find a specific message.

5. Click the message to either play, pause, or delete the message.
More

The More icon in Quick Tools enables you to quickly access features and functions that you use frequently. The options that appear may vary based on your usage history and permissions that have been assigned to you.

**Figure 10. More (Quick Tools)**

Use the following steps to access More icon online.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the *Logging into MyAccount Portal* section.)

2. Click the More icon in Quick Tools.
   **Result:** A list of options appears.

3. Click any link to go directly to that feature or section of MyAccount you want to access.
MyAccount Overview

The MyAccount Overview section on the Home page is divided into three sections: My Bills, My Support, and My Messages.

- The My Bills panel enables you to view statements, pay your MyAccount bill, manage auto payments, and enroll in paperless billing.

- The My Support panel displays a history and current listing of Help tickets that have been generated for the account. When you click the Manage Devices icon, the screen scrolls to the My Equipment section where you can view any devices, such as phones, modems, or other Cox-provided equipment.

- The My Messages panel displays a list of notifications you have received. The most recent message appears first followed by older messages.

Figure 11. MyAccount Welcome page: MyAccount Overview
**My Services**

Use the My Services section to access the account on your profile (if you have more than one, you can select the account you need) and access the features and services associated to the account. In the example below, the account has Voice, Internet, and TV service. The service(s) you have may vary.

**Voice**

Notice in *Figure 12*, 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 12. 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.
Figures 8 and 9 show examples of options available for Internet service and TV service.

**Internet**

*Figure 13* displays the tools associated with the account’s Internet service.

**Figure 13.**  MyAccount Welcome page: My Services > Internet

![MyAccount Welcome page: My Services > Internet](image)

**TV**

The TV section includes the Channel Lineup (list of channels) in your area and contact information for technical support.

**Figure 14.**  MyAccount Welcome page: My Services > TV

![MyAccount Welcome page: My Services > TV](image)
**My Support**

My Support contains icons to generate online ticketing (Chat), access support documentation (Setup Guides), and contact the support center (Support Home) 24x7 for Billing and Technical Support. You can also view the most commonly used features for a service. In *Figure 15*, feature links for the Voice, Internet, Billing, Networking, and TV services display.

*Figure 15. MyAccount Welcome page: My Support*
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.

You can access Voice Tools two ways:

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

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

Figure 16. More link

Figure 17. Voice Tools link

Figure 18. Voice tab > Voice Tools icon
Voice Tools – Main Window

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

**Figure 19. Voice Tools screen**

Voice Tools - Most Popular

Features that a business frequently uses appear in the Most Popular panel. In the example above, the Call Forwarding feature and Voice Mail Tools category are accessed often.

Voice Tools – User & System Management

User & System Management may include the following areas: Call Access, User Management, and Utilities.

Call Access

**Incoming Calling** Plan displays types of call you can receive; e.g., inside your group, outside your group, collect calls; etc.

**Outgoing Calling Plan** displays who or who not you may call; e.g., inside your group, local calls, international calls, etc.
User Management

**Privacy** allows you to set your privacy settings for the Group Directory, Auto Attendant, and your phone status.

**Schedules** enable *MyAccount Administrators* to add and manage time/calendar configurations for normal hours, after hours, holiday schedules and more. Schedules are used in the setup of other features. *(Note: End users do not set up Schedules.)*

Utilities

**Feature Access Codes**, also referred to as "star codes" are numeric values you can use to enable or disable features on your phone. For example, when you press *72, you can activate the Call Forwarding Always feature.

Click the **Group Directory** link to view, search, and export a detailed group phone directory. You will see the user’s name, their phone number, extension, and the account number to which they are assigned.

**Voice Tools – Call Settings**

On the Call Settings screen, administrators and users* can set up features within the following categories:

- Call Acceptance
- Call Forwarding
- Call Receiving
- Dial/Redial
- Holds and Transfers

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

**Figure 20. Call Settings Tab**
Call Acceptance

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

Call Acceptance and Rejection > Selective Call Acceptance Rule

4. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

5. 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.

6. 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 21 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.)

7. 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 22.)
1. Enter a name for the rule in the **Description** field.
2. In the Action field, click the **Accept Call** or **Reject** radio button.
3. 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.)**
4. 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.)
5. 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 23. 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 22.)

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 25.  Call Rejection
Calling Line ID

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

Figure 26. 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. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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

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

2. Select the On radio button at the right of Internal Line ID to display the name and number for callers inside your group.
3. 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.

4. Click the **Save** button.

**Configure Calling Line ID for Outgoing Calls**

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

2. 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 27. 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. (For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)

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.

**Figure 28. Call Forwarding**

![Call Forwarding](image)

Use the following steps to configure the **Call Forwarding** feature:

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)

2. Click the Voice Tools icon in **Quick Tools** or from the **My Services** section of the MyAccount Welcome screen.

3. On the MyAccount Welcome page, click the **Call Forwarding** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.

4. Scroll to the **Call Forwarding** section and click the **Call Forwarding** link.

   **Result:** The Call Forwarding window appears.
Call Forwarding All Calls

**Call Forwarding All Calls** allows you to re-route incoming phone calls to another number for an unspecified time. Callers are not aware that the call is ringing a different number and you are less prone to miss calls.

![Call Forwarding All Calls](Figure 29)

1. Follow steps 1-4 in the *Call Forwarding* section to access the Call Forwarding All Calls feature.
2. Click the **On** checkbox at the left of the **All Calls** option to enable this feature.
3. In the **Forward To** field, enter the phone number to which you want all your calls sent.
4. (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.
5. Click the **Save** button to save your changes.
Call Forwarding Busy

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

Figure 30. Call Forwarding Busy

1. Follow steps 1-4 in the Call Forwarding section to access the Call Forwarding Busy feature.
2. Check the On box at the left of the Busy option to enable this feature.
3. In the Forward To field, enter the phone number to which you want all your calls sent when your phone is in use.
4. Click the Save button to save your changes.
Call Forwarding No Answer

**Call Forwarding No Answer** allows you to re-route incoming phone calls when you are unavailable to answer your phone.

**Figure 31. Call Forwarding No Answer**

1. Follow steps 1-4 in the *Call Forwarding* section to access the Call Forwarding No Answer feature.
2. Check the On box at the left of the No Answer option to enable this feature.
3. In the Forward To field, enter the phone number to which you want all your calls sent after a set number of rings.
4. From the Options/Manage column heading, click the drop-down menu and choose the number of telephone rings before the call is routed to the number you specify.
5. Click the Save button to save your changes.
Call Forwarding Not Reachable

Call Forwarding 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 32. Call Forwarding Not Reachable**

1. Follow steps 1-4 in the *Call Forwarding* section to access the Call Forwarding Not Reachable feature.

2. Check the **On** box at the left of the **Not Reachable** option.

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

4. Click the **Save** button to save your changes.
Call Forwarding Selective

Call Forwarding Selective allows you to re-route specific incoming phone calls that match criteria you have set in a Call Forwarding Selective Rule. If you have not created a Call Forwarding Selective Rule, click the link.

Figure 33. Call Forwarding Selective

1. Follow steps 1-4 in the Call Forwarding section to access the Call Forwarding Selective feature.

2. Check the On box at the left of the Call Forwarding Selective option to enable this feature. (Note: This selection will use the Call Forwarding Selective Rule(s) that you have set up. If you haven’t set one up, click the Add Call Forwarding Selective Rule link and follow the instructions.)

3. (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 Selective feature activated.
Call Forwarding Selective Rule

Create a new Call Forwarding Selective rule by providing a description and a phone number to forward your calls. Select which phone numbers and schedules will trigger this Call Forwarding Selective rule.

**Figure 34. Call Forwarding Selective Rule**

Use the following steps to set criteria that will define what, when, and how calls are forwarded using the *Call Forwarding Selective* feature:

1. Follow steps 1-4 in the *Call Forwarding* section to access the Call Forwarding Selective feature.
2. Click the *Add Call Forwarding Selective Rule* link.
   - **Result:** The Call Forwarding Selective Rule screen appears.
3. Enter a name for the rule in the *Description* field.
4. 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.)*
5. 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.
6. 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.

7. Check the Do Not Forward box if you do not want to re-route calls.

**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.

![Call Notify](image)

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the *Logging into MyAccount Portal* section.)

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 30.)

5. Click the Add Call Notify Rule link.
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 36**.)

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 37. Personal Status Manager**

Use the following steps to access the Personal Status Manager:

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)
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 37.)

Available (In Office) Status Setting

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

Figure 38.  Set Your Status Setting – Available (In Office)

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

1. Under the Set Your Status section, click the Current Status drop-down menu and select Available (In Office).

Result: The Status Settings expands.

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

3. 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.)

4. 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.)

5. 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 39.  Personal Status Manager – Available (Out of Office)**

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

1. 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.

2. 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.

3. From the **Send Notification Emails To** field, enter the email address of where such notifications should be sent.

4. Click the **Save** button.
Busy

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

**Figure 40. Personal Status Manager – Busy**

Use the following steps to set your status as busy.

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

2. Click the **When a Call Is Received** drop-down menu and select where calls should route:

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

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

5. 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.

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

7. Click the **Save** button.
Unavailable

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

**Figure 41. Personal Status Manager — Unavailable**

Use the following steps to set your status as unavailable.

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

2. 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.

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

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

5. 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.

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

7. 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 42. Sequential Ring Screen

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 43. 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>5555559999</td>
<td>No</td>
<td>3</td>
<td>Delete</td>
</tr>
</tbody>
</table>

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

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

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

3. 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.)*

4. Click the **Rings** drop-down menu to select the number of rings before the call is forwarded to the next number.

5. 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 in which this feature will take effect.

**Figure 44. 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. 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 42 to view the section.)

2. Enter a **Description** for the rule in the field provided.

3. 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**.

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

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

6. 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.
7. Create separate Sequential Ring Rules if both a Regular and a Holiday Schedule are desired.

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

9. 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 45. Simultaneous Ring List Options**

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)
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 45**.)

5. From the **Use Simultaneous Ring List** field, click one of the following radio buttons:
   - Click the **Off** checkbox to disable the Simultaneous Ring feature.
   - Click the **Always On** check box to keep Simultaneous Ring on all the time.
   - Click **On With Simultaneous Ring Rules** to specify a time using a pre-defined rule.

6. 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.

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

8. 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.

9. 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.)

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

11. 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 of 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**.
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 **Off** next to the feature name will turn to a green On button **On**, meaning the Simultaneous Ring feature is active.
**Call Receiving**

**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 47. Call Waiting**

![Call Waiting Feature](image)

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the [Logging into MyAccount Portal](#) section.)

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.

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the *Logging into MyAccount Portal* section.)

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 49. 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 49.)

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.

**Figure 50. Push to Talk**

Push to Talk allows user-to-user intercom service across your group. You can choose to have your Push to Talk calls answered automatically and select the type of outgoing connection. You can also add and remove Assigned Users to specify who can place an intercom call to a specific user.

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)
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 50.)

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.

**Voice Mail Tools**

**Voice Mail Greeting**

Select the greetings your callers will hear when they reach your voice mail. Greetings can be recorded by calling your voice mail or uploaded directly onto this page as an audio file by clicking Upload/Replace Greeting under the Manage Greeting column below. Once a greeting is uploaded, you may activate or deactivate the greeting under the Activate Greeting column. Note: Each greeting that you upload preempts the previous greeting.

**Important:** You must record an outgoing message from the telephone before any greeting can be turned on.

Use the following steps to set up Voice Mail tools.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 **Voice Mail Tools** link.

**Result:** The **Voice Mail Tools** window appears and lists these options: Voice Mail Greeting, Voice Mail Notifications, Voice Mail Preferences, Mailbox PIN Code, and Voice Mail Guides.

<table>
<thead>
<tr>
<th>Greeting Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended Absence Greeting</td>
<td>Turn this greeting on when you will be unavailable for a long time; e.g., vacation.</td>
</tr>
<tr>
<td>After Business Hours Greeting</td>
<td>Turn this greeting on if you want to use a separate greeting when your office is closed.</td>
</tr>
<tr>
<td>No Answer Greeting</td>
<td>Turn this greeting on if you want your caller to know that you can't answer the phone.</td>
</tr>
<tr>
<td>Busy Greeting</td>
<td>Turn this greeting on if you want to let your caller know that you're busy on another call.</td>
</tr>
<tr>
<td>All Calls Greeting</td>
<td>Turn this option on if you want to one message for every situation.</td>
</tr>
<tr>
<td>Spoken Name Greeting</td>
<td>This greeting plays when other options are turned off.</td>
</tr>
</tbody>
</table>

5. Click the **Voice Mail Greetings** icon.
Voice Mail Notifications

Each email recipient in the list will receive an email when there is a new message in your inbox. You can also choose to attach files to your subscribed features.

**Figure 51. Voice Notification Preferences**

Use the following steps to configure voice mail notification preferences.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the *Logging into MyAccount Portal* section.)

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 **Voice Mail Tools** link. **Result:** The **Voice Mail Tools** window appears.

5. Click the **Voice Mail Notifications** option. **Result:** The Voice Notification Preferences screen appears.

6. Click the **Add New Email** link. **Result:** The **Add New Email** dialog box appears.

7. Enter and re-enter your email address. (Note: This is where your voice mail notifications will be sent. You may enter additional email addresses if you wish.)

8. Click the **Continue** button. **Result:** The address is added in the main screen. (See *Figure 51.*)

9. Check the **Attached Voice Mail Audio File** box if you want the email to contain a copy of the voice mail in a .WAV format.

10. Check the **Attach Readable Voice Mail** box if you want the voice mail converted to text and sent in your email.
11. Click the **Save** button. *(Note: To delete an email, click the trash can icon in the row of the email you want to delete and 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 52. Automatic Callback*

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

1. Login to the MyAccount Portal. *(For instructions on how to do so, refer to the **Logging into MyAccount Portal** section.)*

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 52.**))*

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 53. Speed Dial

Use the following steps to add a Speed Dial Rule:

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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:
   - From the Speed Code drop-down, select which speed dial numeric code you want to assign to a number; e.g., 2.
   - Enter the Phone Number to attach to the speed code.
   - 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 55. Edit Speed Dial Rule**
1. From the Speed Dial main window, click the **Edit** or **Delete** link to modify an existing rule.
2. You may change the Phone Number and/or the Description of the Speed Dial.
3. Click the **Save** link.

**Holds and Transfers**

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 57. Music On Hold screen

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

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 button if you do want to activate this part of the Call Transfer feature.

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 58. Advanced Call Settings Tab

Call Recording

Manage Call Recording

The Manage Call Recording feature is provided by a Cox Business partner, Dubber. However, MyAccount users with User permissions can record their names by dialing 9999 on their phone and following the prompts. Manage Call Recording is used by businesses with Auto Attendant and is set up by MyAccount Administrators.
Remote Calling

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 59. Remote Office

Use the following steps to activate or deactivate Remote Office.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 60. Busy Lamp

Use the following steps to configure the Busy Lamp feature:

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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.)

![Call Pickup](image)

**Figure 61. Call Pickup**

Use the following steps to see members of your group.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the *Logging into MyAccount Portal* section.)
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 62. Directed Call Pickup with Barge-In**
Applications

The Applications tab enables you to access and download additional tools associated with VoiceManager. Application categories include:

- General Applications > Voice Portal
- General Settings > Contact List, Outlook Integration, and Personal Status Manager

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

Figure 63. Applications Tab
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 64. Voice Portal

Use the following steps to access the Voice Portal application:

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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.

![Contact List](image)

**Figure 65. Contact List**

Use the following steps to add or edit your Personal Phone List.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 Applications section, click the Contact List link. **Result:** The Contact List screen opens and displays links for Import Contact List and Personal Contact List.
• Click the **Import Contact List** link to import up to 500 phone records in .csv format.

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

**Figure 66. Import Contact List**

5. To import a file with up to 500 contacts, click the **Import Contact List** link. (See **Figure 66**.)

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

7. Click the **Open** button.

**Result:** The Imported file appears in the dialog box.
8. 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 68**.)  
   **Result:** The Add Contact dialog appears. (See **Figure 69**.)

**Figure 68.  Personal Contact List**

![Personal Contact List](image)

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 69.  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 70. Outlook Integration**

Use the following steps to set up Outlook Integration.

1. Login to the MyAccount Portal. (For instructions on how to do so, refer to the Logging into MyAccount Portal section.)

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 32.

**Note:** Other Applications may appear in this section. Refer to each corresponding User Guide for instructions.

*End of Document*