Contents

Introduction ......................................................................................................................... 1

MyAccount Roles ................................................................................................................ 1

Profile Owner ..................................................................................................................... 1

Administrators .................................................................................................................. 1

End Users ......................................................................................................................... 1

Technical Specifications .................................................................................................... 1

First Step for All MyAccount Users ................................................................................... 2

Accessing MyAccount ....................................................................................................... 3

Navigating the MyAccount Welcome Screen ...................................................................... 4

Paying My Bill ..................................................................................................................... 6

Pay Bills ............................................................................................................................ 7

View My Statements ........................................................................................................... 10

View Recent Transactions ............................................................................................... 11

Manage Auto Payments .................................................................................................... 12

Manage Paperless Billing ................................................................................................. 13

Manage Payment Methods ............................................................................................... 15

View All Billing Tools ....................................................................................................... 16

Viewing Account Messages ............................................................................................... 17

Viewing and Managing Email ........................................................................................... 18

Logging into Email ........................................................................................................... 18

Managing Voice Mail in MyAccount .................................................................................. 19

How to Access Your Voice Mail ....................................................................................... 19

How to Configure Voice Mail Greetings ......................................................................... 20

How to Record a Greeting Using Your Phone .................................................................. 20

How to Record a Custom Audio File ................................................................................ 21

For Android Users ............................................................................................................ 21

For iPhone Users .............................................................................................................. 21

How to Upload an Audio File to MyAccount .................................................................... 21

How to Replace, Play and Activate Greetings .................................................................. 25

How to Configure Voice Mail Notifications ..................................................................... 27
How to Set Voice Mail Preferences .......................................................... 28
How to Set Up Your Mailbox PIN Code ..................................................... 29
How to Access Support Guides on MyAccount ........................................... 30
My Services ............................................................................................... 31
Voice ........................................................................................................... 31
Voice Tools .................................................................................................. 32
Most Popular ............................................................................................... 33
User & System Management ...................................................................... 34
Call Settings ................................................................................................. 34
Advanced Call Settings ............................................................................. 35
Applications ................................................................................................. 35
User & System Management ...................................................................... 36
Call Access ................................................................................................. 36
Incoming Calling Plan .................................................................................. 36
Outgoing Calling Plan .................................................................................. 37
User Management ....................................................................................... 39
Feature Packages ....................................................................................... 39
Manage E911 Address ............................................................................... 40
Manage Phone Numbers ............................................................................ 41
Privacy ......................................................................................................... 41
Schedules ..................................................................................................... 41
User Extensions .......................................................................................... 42
User Feature Settings .................................................................................. 42
Utilities ........................................................................................................ 42
Feature Access Codes ................................................................................ 42
Group Directory .......................................................................................... 43
Group Extension Settings .......................................................................... 43
Call Settings ............................................................................................... 44
Call Acceptance ......................................................................................... 44
Call Acceptance and Rejection ................................................................. 44
Calling Line ID ............................................................................................ 49
Contents

Do Not Disturb ............................................................................................................. 50

Call Forwarding .............................................................................................................. 51
Call Notify .................................................................................................................... 59
Personal Status Manager ............................................................................................ 61
Sequential Ring ........................................................................................................... 67
Simultaneous Ring ...................................................................................................... 71

Call Receiving ................................................................................................................. 74
Auto Attendant ............................................................................................................. 74
Call Waiting ................................................................................................................. 74
Priority Alert ................................................................................................................ 75
Push to Talk .................................................................................................................. 77

Dial/Redial ....................................................................................................................... 79
Automatic Callback ..................................................................................................... 79
Speed Dial ...................................................................................................................... 80
VoiceManager Ringdown ............................................................................................ 82

Holds and Transfers ..................................................................................................... 85
Automatic Hold/Retrieve ............................................................................................. 85
Call Park ....................................................................................................................... 87
Call Transfer ................................................................................................................ 89
Call Hold ...................................................................................................................... 90
Call Transfer ................................................................................................................ 90
Music On Hold ............................................................................................................. 91

Advanced Call Settings ............................................................................................... 93
Call Center ................................................................................................................... 93
Call Center Queues ..................................................................................................... 93

Call Recording ............................................................................................................. 93
Manage Call Recording ............................................................................................... 93

Remote Calling ............................................................................................................ 94
Call Pull ......................................................................................................................... 94
Remote Office ............................................................................................................... 95
Team Calling ................................................................................................................ 96
Hunting and Series Completion ................................................................................... 98
Instant Group Call ....................................................................................................... 98
Applications ...................................................................................................................... 99
Call Center ....................................................................................................................... 99
Call Center Console .................................................................................................... 99
General Applications .................................................................................................... 100
Voice Portal ............................................................................................................... 100
General Settings ........................................................................................................... 101
Contact List ............................................................................................................... 101
View/Add a Personal Contact List ............................................................................ 103
Outlook Integration ................................................................................................... 104
Personal Status Manager .......................................................................................... 105
UC Apps ........................................................................................................................ 106
Download for Desktop, Mobile, and Tablet .............................................................. 106
Introduction

The Cox Business MyAccount Portal provides a single web-based dashboard so our customers can perform multiple transactions as they relate to Voice, Internet, TV, Networking, and Security Solutions.

The purpose of this guide is to instruct MyAccount users on how to navigate through the Portal and perform tasks related to their role.

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.
First Step for All MyAccount Users

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 it contains a link to the MyAccount Portal.

Figure 1. Welcome Email (sample)

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

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 create your new MyAccount password.

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 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](image1)

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 into the portal, the MyAccount Welcome screen appears.

![MyAccount Welcome screen](image)

**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. |
### Navigating the MyAccount Welcome Screen

<table>
<thead>
<tr>
<th>Area #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Click the + to view and manage any sub accounts associated to the primary account.</td>
</tr>
<tr>
<td>5</td>
<td>Types of service on the account; e.g., voice, Internet, TV, security, etc.</td>
</tr>
<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>
Paying My Bill

The MyAccount portal offers a robust billing function that allows users to:

- Make a one-time payment
- View statements
- View recent transactions
- Manage auto payments
- View statements
- Manage paperless billing
- Manage payment methods
- View All Billing Tools

**Figure 5.** My Bills panel

**Figure 6.** I Want To… drop-down menu
Paying My Bill

Pay Bills

Click the Pay Bills button to make a one-time payment on statements for up to five accounts. You can also manage auto payments and paperless settings from the One-Time Payment screen.

To make a one-time payment:

1. Select the account and statement you want to pay.
2. Enter the amount you want to pay.
3. Set up your payment method.
4. Check and agree to the Terms and Conditions of the one-time payment.
5. View the payment details and submit the payment.
6. (Optional) Print the payment transaction receipt.

Figure 7. Pay Bills button
Use the following steps to make a one-time payment.

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

2. From the MyAccount Welcome screen, scroll to the **My Bills** panel and click the green **Pay Bills** button (See Figure 7).
   **Result:** The Billing Tools screen appears.

3. Click the black arrow to expand the account for which you want to make a payment. (If you have multiple accounts, expand the account that contains the statement you want to pay.) (See Figure 8.)

4. Click the box next to the statement you want to pay.

5. Enter the amount you want to pay in the payment field.

6. Click the **Make a One-Time Payment** button.  
   **Result:** The Payment Method section appears. (See Figure 9.)

7. Set up the **Payment Method** you want to use (checking account or credit card) and populate the fields.

8. (Optional) Click to check the **Save this payment method** box.  
   **Result:** The Make this my default payment method checkbox appears.
9. (Optional) Check the box to make that the default payment method.

10. (Optional) Click the **Add Payment Method** button to keep this information for future payments.

11. Click the **Review & Pay** button.

   **Figure 9. Payment Method screen**

12. Check the box to agree to the **Terms and Conditions**.
13. Click the **Submit** button.  
**Result:** A confirmation window appears and shows the statement details for the account you set up to be paid.

14. Click the **Continue** button to proceed to the next section.

**View My Statements**

You can view billing statements for one or multiple Cox Business accounts over the last 18 months.

**Figure 10. Billing Statements – selection screen**

Use the following steps to view statements and transaction history.

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

2. From the MyAccount Welcome screen, scroll to the **My Bills** panel and click the **I want to** button.  
**Result:** A menu of options appears. (See **Figure 6**.)

3. Click the **View My Statements** link. (**Note:** If there are multiple accounts, click the + icon to the left of **Select an Account** and choose the account you want to see.)  
**Result:** The Billing Statements screen appears.

4. Click the drop-down arrow and select the month of the statement you want to view.
View Recent Transactions

The View Recent Transactions allows users to quickly locate transactions that have occurred within a specific month’s statement.

Use the following steps to view a recent history of transactions.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)
2. From the MyAccount Welcome screen, scroll to the My Bills panel and click the I want to button.
   Result: A menu of options appears. (See Figure 6.)
3. Click the View Recent Transactions link.
   Recent: The Transaction History screen appears. (Note: If there are multiple accounts, click the + icon to the left of Select an Account.)
4. Click the Select link to choose the account that contains the transaction you want to see.
5. Click the drop-down arrow and select the month for which you want to view transactions.
   Result: The Transaction History screen appears. (See Figure 11.)

Figure 11. Transaction History screen
6. Click the blue arrow ▶ to the left of the transaction you want to review. **Result:** Details of the transaction appear, including the:

- Date the transaction occurred
- Description of the transaction
- Status of the transaction
- Amount of the transaction
- Name of the financial institution
- Type of payment used
- Confirmation number of the transaction
- Statement in which the transaction occurred
- Mode used for the transaction: **Web, Auto Payment Retail, Phone, etc. Retail, Mail, Bank, Other.** Click the Print link under the Paid Via field to print a single transaction.)

**Note:** Enter the amount of a payment, credit, or adjustment in the Search field to find a specific transaction. You can also find all transactions performed when you enter a **Begin Date** and an **End Date**.

7. Click the **PDF** or **CSV** icon to export the data in either format.

**Manage Auto Payments**

In development (August 2020).
Manage Paperless Billing

Paperless billing enables you to receive statements electronically. Each email has an associated contact so when you change the email address, the contact will change automatically.

Note: If you need to update the physical address for paper statements, contact customer support.)

Figure 12. Paperless Billing screen

Use the following steps to update the billing contact’s email address.

1. Login to MyAccount. (Tip: Follow the steps in Accessing MyAccount to login.)
2. From the MyAccount Welcome screen, scroll to the My Bills panel and click the I want to button. Result: A menu of options appears. (See Figure 6.)
3. Click the Manage Paperless Billing link. Result: The Paperless Billing screen appears. (Note: If there are multiple accounts, click the + icon to the left of Select an Account and proceed to step 4.)
4. Click the Select link to choose the account for which you want to manage paperless billing. Result: A second Paperless Billing screen appears. (See Figure 12.)
5. From the drop-down menu, select the new email address to which statements will be sent. (Important: The new email address will also update the billing contact.) Result: The Delivery Method will automatically change to the new email address and a green message will appear at the top of the screen indicating the update is successful.
6. To turn off paperless billing, click the **Paperless** toggle so that it becomes gray. **Result:** A message will appear that confirms your billing statements will be sent to the pre-defined physical address.

**Figure 13. Paper Bill Details**

![Paper Bill Details](image)

7. Click the **Continue** button to save your changes. **Result:** The Update Paper Billing address screen appears.

**Figure 14. Paper Billing Update screen**

![Paper Billing Update screen](image)

8. (Optional) Click the **Update** link. **Result:** The Paper Bill Details dialog appears. (See **Figure 15**.)
9. Modify the fields as necessary and click the Continue button.  
**Result**: A confirmation message will appear at the top of the window stating your changes have been updated successfully.

**Manage Payment Methods**

In development (August 2020).
**View All Billing Tools**

The View All Billing Tools screen combines the individual billing components shown in *Figure 6* (and below) into one area, as shown in *Figure 16*. This screen also allows you to modify or add up to five (5) payment methods.

Here, you can:

- make a one-time bill payment *(Pay Bills)*
- sign up for paperless (or paper) billing *(Paperless Billing)*
- change or add a payment method *(Payment Methods)*
- view statements *(View My Statements)*
- manage auto payments *(Manage Auto Payments)*
- view a history of transactions *(Transaction History)*

**Figure 16. Billing Tools screen**

Use the following steps to access all billing tools.

1. Login to MyAccount. *(Tip: Follow the steps in *Accessing MyAccount* to login.)*
2. From the MyAccount Welcome screen, scroll to the *My Bills* panel and click the *I want to* button.  
   **Result:** A menu of options appears. (See *Figure 6* and to the left of *Figure 16*.)
3. Click the *View All Billing Tools* option.  
   **Result:** The Billing Tools screen appears. (See *Figure 16*.)
4. Click any of the icons and follow the prompts that will appear once you select an option.
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.

Figure 17. My Messages

![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 administrators 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

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.
Managing Voice Mail in MyAccount

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

**How to Access Your Voice Mail**

Use the following steps to set up your Voice Mail Tools.

1. Login to the MyAccount Portal. *(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 in Quick Tools.

   Result: The Voice Mail Tools screen appears.

   **Figure 20.  Voice Mail Tools screen**

3. From the Message Center section, check the box for the voice mail you want to hear.

   Result: The Message Center window appears.
4. Press the play icon to hear the message. (Note: Slide the volume bar to increase or decrease the hearing level.)

5. (Optional) Press the trash can icon to delete the message.

**How to Configure 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 and adding a message or uploading an audio file on MyAccount.

When a greeting is uploaded, you may activate or deactivate the greeting under the Activate Greeting column. See Figure 24. (Note: Each greeting uploaded preempts the previous greeting.)

**How to Record a Greeting Using Your Phone**

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

1. From your desk or mobile 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.)
How to Record a Custom Audio File

This section instructs you on how to record an audio file on your Android or iPhone and upload to the Voice Mail Greetings function in MyAccount.

**Important:** Greeting files are limited to three (3) minutes in length and audio must be a .wav file in ulaw format. The maximum upload file size is one (1)MB.

For Android Users

1. For Android phone users, tap the **Play Store icon** and search for a voice recorder app.
2. Download the app and follow the prompts to record a greeting.
3. Email the greeting to yourself.

For iPhone Users

1. For iPhone users, tap the **App Store icon** on your phone and search for a voice recorder app.
2. Download the app and follow the prompts to record a greeting.
3. Email the greeting to yourself.

How to Upload an Audio File to MyAccount

Use the following steps to upload a custom audio file (greeting) in MyAccount.

1. Login to MyAccount. *(Tip: Follow the steps in Error! Reference source not found. to login.)*

2. Click the **Voice Mail icon** in Quick Tools.
   
   **Result:** The Voice Mail Tools screen appears. (See *Figure 23.*

**Figure 22.**  [Voice Mail access icon]
3. Click the **Voice Mail Greeting** icon.

**Result:** The **Voice Mail Greetings** window appears. (See **Figure 24**.)
4. Click the **Upload Greeting** link next to the type of greeting you want to upload.  
**Result:** The Upload Greeting dialog box appears. (See Figure 25.)

**Remember:** Greeting files are limited to three (3) minutes in length and audio must be a .wav file in ulaw format. The maximum upload file size is one (1)MB.
5. Click the **Choose File** button.
   **Result:** Your file folders appear.

6. Select the greeting (in a .wav file format) that 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.

9. Click the **Activate Greeting** toggle to turn on the greeting.

   **Note:** When you upload and activate an Extended Absence Greeting, you have the option to turn on/off the **Receive Voicemails** feature. If you turn the feature on, you allow callers to leave a voicemail after hearing the greeting. If the feature is turned off, callers will be disconnected at the completion of the greeting.

   This feature is included with the **Extended Absence Greeting** only. See **Figure 26**.
How to Replace, Play and Activate Greetings

When an audio file has been uploaded, you can replace, play, or activate the greeting.

**Figure 26. 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 22**.)
   **Result:** The Voice Mail Tools screen appears.

3. Click the **Voice Mail Greeting icon**.
   **Result:** The Voice Mail Greetings window appears. (See **Accessing MyAccount**.)
4. Locate the greeting you want to replace and click the Replace Greeting link. **Result:** The Replace Greeting dialog box appears. (See Figure 27.)

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 new greeting is uploaded.

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.

**Figure 27. Replace Greeting**
Managing Voice Mail in MyAccount

**How to Configure Voice Mail Notifications**

Each email recipient will receive an email when there is a new message in your inbox. You may also attach audio and/or readable voice mail files to your subscribed features.

**Figure 28. 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 MyAccount should route your voice messages. You can choose to send busy and/or unanswered calls to your voice mail and set the number of rings before an incoming call is considered answered.

Figure 29. Voice Mail Preferences

Use the following steps to set Voice Mail Preferences.

1. Login to MyAccount. (Tip: Follow the steps in Error! Reference source not found. 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 29.)

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 30. 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 31, the account contains the Voice service. (Note: If your business has other Cox services, such as Internet, TV, Network or more, associated will appear.) When you click a service, the corresponding tools (options) appear, as shown below for Voice.

**Figure 31.** MyAccount Welcome page: My Services > Voice

![My Services diagram](image-url)

**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 voice features.

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 phone 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.

  ![Figure 32. More link](image)

  ![Figure 33. Voice Tools link](image)

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

  ![Figure 34. Voice tab > Voice Tools icon](image)
When you click the Voice Tools icon, a paneled window appears. Here, 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 35. Voice Tools screen**

The following sections provide details for each panel on the Voice Tools page.

**Most Popular**

The Most Popular panel displays features that a business commonly uses. In *Figure 35*, Call Forwarding, Manage Phone Numbers, Auto Attendant, Manage E911 Address, User Feature Settings and the ability to Download [the] Unified Communications App are listed. These features and functions vary based on the business.
**User & System Management**

The functions included in User & System Management panel include multiple areas that MyAccount administrators manage: Call Access, User Management, and Utilities. *(Note: End Users have limited access to User & System Management functions.)*

**Figure 36. User & System Management features**

**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 37. Call Settings Tab**

*The ability for end users to set up features may be restricted based on access rights granted by their administrator.*
Advanced Call Settings

The Advanced Call Settings screen enables administrators and users* to configure features and functions associated with how a business’s employees can place outgoing calls and receive incoming calls. Some of these features include Call Pickup, Hunting and Series Completion, and Instant Group Call.

Figure 38. Advanced Call Settings Tab

Applications

The Applications tab enables you to access and download additional voice tools and services. Application categories include those listed in Figure 39.

Figure 39. Applications Tab

The remaining sections in this guide instruct you on how to configure and manage features within the categories listed

*The ability for end users to set up features may be restricted based on access rights granted by their administrator.
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 40. Incoming Calling Play 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 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 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 43. 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 more details.
**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 44. 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 45. 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 46. Privacy window**

![Privacy window]

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 *MyAccount Administrator Guide* for details. (Note: Schedules are commonly managed by your account’s administrator.)

**User Extensions**

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

**User Feature Settings**

Refer to the *MyAccount 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 47. 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 MyAccount Administrator Guide for details. *(Note: Group Directories are commonly managed by your account’s administrator.)*

**Group Extension Settings**

Refer to the MyAccount 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 48. Call Acceptance and Rejection screen

Use the following steps to add, manage, edit, and delete an existing selective call 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 category and click the Call Acceptance and Rejection link. (Note: If you don't see the link, click the View More Features > link in the panel.)

Result: The main Call Acceptance and Rejection screen appears. (Note: Figure 48 shows two rules: Any Anonymous Calls will be rejected, while calls from specific phone numbers for the Vice President of Sales will be accepted.)
Hint: To Manage a rule, check or uncheck the On box to activate or deactivate an existing rule.

Click the Edit link to the right of an existing rule to modify any part of the rule configuration.

Click the Delete link to the right of an existing rule to remove the rule in MyAccount.

4. To create a new rule, click the Add Selective Call Rule link in the lower left corner of the screen. (See Figure 48.)
   
   **Result:** The Call Acceptance and Rejection > Selective Call Rule screen appears. (See Figure 49.)

   **Figure 49. Selective Call Rules**

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 50. 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 it will represent days and times of 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

Figure 51.  Add Schedule/Event (Holiday)

1.  By default, the Holiday schedule is set to None. See Figure 49; therefore, click the Add a Holiday Schedule link to create a specific schedule.

2.  Populate the fields as you did for a Regular Schedule. (See the instructions in the Create Selective Call Acceptance Schedule section.)

3.  When all schedule information has been entered, click the Save button.
Call Acceptance and Rejection > Selective Call Rejection Schedule

1. To create a Selective Call Rejection Schedule, repeat the same steps outlined in the Create Selective Call Acceptance Schedule. If a Selective Call Rejection Schedule has been created, select the Reject Call radio button in the Action field.

Figure 52. Call Rejection
Calling Line ID

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

![Calling Line ID](image)

**Figure 53. Calling Line ID**

Choose whether or not to display names and numbers of external and internal callers, try to retrieve caller information if it does not display and keep your information from being displayed on outgoing calls.

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

6. Click the On radio button at the right of Internal Line ID to display the name and number for callers inside your group.
7. Click 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 54. Do Not Disturb**

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 55. 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.

![Forward All Calls](image)

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 55.)

3. Click the Forward All Calls

4. 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.)

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

6. (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.

7. 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 57. 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 58. Forward When Busy

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 59.  Forward When Not Reachable**

![Forward When Not Reachable](image)

Automatically forward all calls in the event of a power outage or other interruption. Use this rule to ensure your business is prepared for the unexpected.

**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.)

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 60.)

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 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 61, 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? (Users can configure it for themselves. 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.
1. Select the date/time that denotes when the rule is active. In the example above, 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.

2. Click the **Save** button.

   **Result:** The Call Forwarding Selective Rule screen appears.

3. 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 62. 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.

5. Click the Add Call Notify Rule link. Result: The Call Notify Rule(s) window appears. (See Figure 63.)
Call Notify Rule

Figure 63. **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.
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 64. Personal Status Manager](image)

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 64**.)

There are four (4) types of availability settings: Available (In Office), Available (Out of Office), Busy, and Unavailable. Refer to the following four (4) sections for descriptions and set up instructions for each.

**Available (In Office) Status Setting**

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

**Figure 65.  Set Your Status Setting – Available (In Office)**

![Set Your Status](image)

Use the following steps to set your status to available.

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 64**.)

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**.

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

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 64.*)
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 67. 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 64.*)
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. (**Note**: 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.)

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

10. Click the **Save** button.

**Unavailable**

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

**Figure 68. Personal Status Manager – Unavailable**
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 64.)

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. (Note: 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.)

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

10. 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 69. 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 70. Add Another Number](image)

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 71.** **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 modify 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 69** 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 72. 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. (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 72.)

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.)

**Add / Edit a Simultaneous Ring Rule**

**Figure 73. Add / Edit Simultaneous Ring Rule**

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, 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 MyAccount Portal Administrator 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 74. 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 75. Priority Alert Screen**

![Priority Alert Screen](image)

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 76. 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 76.)

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  next to the feature name will turn to a green On button , 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 77. Push to Talk

Push to Talk

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 80**.)

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.

![Automatic Callback](image)

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.

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 79. **Speed Dial**

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Speed Code</th>
<th>Phone Number</th>
<th>Description</th>
<th>Manage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No data to display</td>
<td></td>
<td></td>
<td></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 81. Edit Speed Dial Rule**
8. Login to the MyAccount Portal. (Tip: Follow the steps in Accessing MyAccount to login.)

9. 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.

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

11. Scroll to the Dial/Redial panel and click the Speed Dial link. 
**Result:** The Speed Dial window appears.

12. 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.)

13. Click the Save link.

**VoiceManager Ringdown**

Ringdown is a feature for VoiceManager lines that allows a phone number to call a specific area’s line, such as an elevator, an intercom, or a security gate.

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 means there will be a short delay (in seconds) before the destination is dialed.

![VoiceManager Ringdown](image)

**Figure 82. 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 MyAccount Dashboard, scroll to the Dial/Redial category in the Call Settings section and click the **VoiceManager Ringdown** link.

**Figure 83. VoiceManager Ringdown Settings screen**

6. To turn on the ringdown feature and to modify configuration updates, click the **Edit** link next to the applicable telephone number.  
**Result:** The Edit Ring-to Number dialog box appears.
1. 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].

2. Click the **Continue** button.

   **Result**: A Confirm dialog box appears.

3. 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**.)

4. 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 85. 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 86. Automatic Hold/Retrieve

![Automatic Hold/Retrieve]

Figure 87. Edit Automatic Hold/Retrieve Extension Settings

![Edit Automatic Hold/Retrieve Extension Settings]
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 88. 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.

5. Scroll to the Holds and Transfers category and click the Call Park link. Result: The Call Park screen appears.
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.

![Add New Call Group screen](image)

**Figure 89. 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.

6. Click the **Add Call Park Group** link.  
**Result:** The Call Park Settings screen appears.

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 90. Call Transfer**
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 91. 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 not 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 not 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 not 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 not 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 92. 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 93. Advanced Call Settings Tab**

<table>
<thead>
<tr>
<th>+ User &amp; System Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Call Settings</td>
</tr>
<tr>
<td>- Advanced Call Settings</td>
</tr>
<tr>
<td>Call Center</td>
</tr>
<tr>
<td>Call Center Queues</td>
</tr>
<tr>
<td>Call Recording</td>
</tr>
<tr>
<td>Manage Call Recording</td>
</tr>
<tr>
<td>Remote Calling</td>
</tr>
<tr>
<td>Call Pull</td>
</tr>
<tr>
<td>Hosting</td>
</tr>
<tr>
<td>Mobility</td>
</tr>
<tr>
<td>Remote Office</td>
</tr>
<tr>
<td>Team Calling</td>
</tr>
<tr>
<td>Busy Lamp</td>
</tr>
<tr>
<td>Call Pickup</td>
</tr>
<tr>
<td>Directed Call Pickup with Barge-In</td>
</tr>
<tr>
<td>Hunting and Series Completion</td>
</tr>
<tr>
<td>Instant Group Call</td>
</tr>
</tbody>
</table>

**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 94. 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 95. 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 96. Busy Lamp**

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 User.

**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 97. Call Pickup**

![Call Pickup](image)

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 98. Directed Call Pickup with Barge-In

Hunting and Series Completion

This feature is managed by MyAccount Administrators. Refer to the MyAccount Portal Administrator Guide for details.

Instant Group Call

This feature is managed by MyAccount Administrators. Refer to the MyAccount Portal Administrator Guide for details.
Applications

The Applications tab enables you to access and download additional voice tools, such as Call Center and UC Apps.

**Note:** The list of available applications depends on the service package associated to your account and the access permissions you have been assigned.

**Figure 99. Applications Tab**

<table>
<thead>
<tr>
<th>+ User &amp; System Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Call Settings</td>
</tr>
<tr>
<td>+ Advanced Call Settings</td>
</tr>
<tr>
<td>- Applications</td>
</tr>
<tr>
<td>Call Center</td>
</tr>
<tr>
<td>Call Center Console</td>
</tr>
<tr>
<td>General Applications</td>
</tr>
<tr>
<td>Voice Portal</td>
</tr>
<tr>
<td>General Settings</td>
</tr>
<tr>
<td>Contact List</td>
</tr>
<tr>
<td>Outlook Integration</td>
</tr>
<tr>
<td>Personal Status Manager</td>
</tr>
<tr>
<td>UC Apps</td>
</tr>
<tr>
<td>Download for Desktop</td>
</tr>
<tr>
<td>Download for Mobile</td>
</tr>
<tr>
<td>Download for Tablet</td>
</tr>
</tbody>
</table>

**Call Center**

**Call Center Console**

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

**Figure 100. 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 additional 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" and specify what logins to allow and change the administrator password.

Figure 101. Voice Portal
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 the **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.

**Figure 102. Contact List**

Contact List allows you to personalize and manage your “Personal Contact List.” Administrators can also manage the “Common Contact List.” You can choose to add contacts one at a time or by importing a contact list.

**Import Contact List**

**Personal Contact List**
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 103. Import Contact List**
Figure 104. Import Contact List dialog box

7. To import a file with up to 500 contacts, click the **Import Contact List** link. (See Figure 103.)
   
   **Result:** The Import Contact List dialog box appears.

8. Click the **Browse** 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 105.)
   
   **Result:** The Add Contact dialog appears. (See Figure 106.)
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.

**Outlook Integration**

Outlook Integration allows you to use your Microsoft Outlook features and settings within MyAccount. You can retrieve contacts from your Outlook contacts.
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 61.
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 and follow the prompts to download the Unified Communications App for the following device types:

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

End of Document