# Table of Contents

## Introduction ......................................................................................................................................................... 1

## Mailbox Specifications ............................................................................................................................................. 1

## How to Set Up Voice Mail .................................................................................................................................... 2

### Set Up Voice Mail for VoiceManager Lines ........................................................................................................ 2

### Set Up Voice Mail for Personal Extension on Cisco Single Line and Multi-Line Phones ..2

### Set Up Voice Mail for Main/Other Lines on Cisco Multi-Line Phones ................................................................. 2

### Set Up Voice Mail for Personal Extension on Polycom Single Line Phones ....................................................... 3

### Set Up Voice Mail for Personal Extension on Polycom Multi-Line Phones .......................................................... 3

### Set Up Voice Mail for Main/Other Lines on Polycom Multi-Line Phones ............................................................ 4

## Mailbox Settings and Customization ...................................................................................................................... 4

## How to Check Messages ......................................................................................................................................... 5

### Check Messages on a VoiceManager Phone ......................................................................................................... 5

### Check Messages on a Cisco Phone for the Main Line/Line 1 ............................................................................... 6

### Check Messages on a Polycom Phone for the Main Line/Line 1 ........................................................................... 7

### Check Messages Through MyAccount for the Main Line/Line 1 .......................................................................... 8

## How to Configure MyAccount Voice Mail Tools ..................................................................................................... 11

### Record Greeting on the Phone .............................................................................................................................. 11

### Record Audio File to Upload to MyAccount ......................................................................................................... 11

### Voice Mail Notifications ...................................................................................................................................... 16

### Voice Mail Preferences ......................................................................................................................................... 17

### Mailbox PIN Code ................................................................................................................................................... 19

### Access Support Guides on MyAccount .................................................................................................................. 20

## How to Configure Settings on Your Phone .............................................................................................................. 21

### Set Voice Mail Notifications from Your Phone .................................................................................................... 21

### Set Voice Notification Preferences on Your Phone ............................................................................................... 21

### Outdial Notification Number from Your Phone ..................................................................................................... 21

### Outdial Notification Schedule from Your Phone .................................................................................................... 21

## How to Manage Messages from Your Phone ......................................................................................................... 23
Manage Incoming Calls from Your Phone .................................................................................. 23
Review Outgoing Messages from Your Phone ........................................................................ 24
Delete Confirmation from Your Phone ................................................................................... 24
Voice Mail Access Numbers ................................................................................................... 25
Introduction
This guide instructs you on how to use Cox Voice Mail service on your phone and through the Cox Business MyAccount portal. You will learn how to set up your voice mail, record your greetings, set notification preferences, set/reset your PIN, listen to your messages, and more.

Mailbox Specifications
The table below provides information about voice mail and mailbox dimensions.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox Size</td>
<td>Maximum capacity of the voice mailbox</td>
<td>50 Minutes</td>
</tr>
<tr>
<td>Maximum Message Length</td>
<td>Maximum length of a voice message that can be left in the mailbox</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Greeting Length</td>
<td>Maximum length of recorded greeting for a mailbox</td>
<td>3 Minutes</td>
</tr>
<tr>
<td>Duration of Saved Messages</td>
<td>Number of days a saved message can be kept in the mailbox, after which it will automatically be deleted</td>
<td>31 Days</td>
</tr>
<tr>
<td>Language Options</td>
<td>Languages offered with the mailbox. (To change the default, press *4 on the phone.)</td>
<td>English or Spanish</td>
</tr>
<tr>
<td>Number of Greetings</td>
<td>Maximum number of standard greeting options that can be configured, as well as a separate Out of Office greeting.</td>
<td>5</td>
</tr>
<tr>
<td>Custom or Default Greeting</td>
<td>The default greeting can be used, <em>Recorded Name</em>&gt; can't take your call now; or you can record a customized greeting.</td>
<td></td>
</tr>
</tbody>
</table>
How to Set Up Voice Mail

This section instructs you on how to set up voice mail on the phone. (Note: Setting up voice mail can vary based on the phone model you have, and the number of phone lines in use.)

This section instructs you on how to set up your personal voice mail and general voice mailbox on Cisco and Polycom multi- and single line phones.

Set Up Voice Mail for VoiceManager Lines

For VoiceManager lines, pick up the line and dial *86.

1. Press 269266# on the keypad.
2. Select the default language: 1 for English or 2 for Spanish.
3. Set a new 4-8 digit PIN for your account.
4. Enter your new PIN and press #.
5. Record your name.
6. Record a greeting or select the default system greeting that callers will hear when they leave a message. (See the Record Greeting on the Phone section for details.)

Set Up Voice Mail for Personal Extension on Cisco Single Line and Multi-Line Phones

Use the following steps to set up your extension’s voice mailbox on a Cisco phone.

1. From your phone, press the Envelope button 💌.
2. Press 269266# on the keypad.
3. Select the default language: 1 for English or 2 for Spanish.
4. Set a new 4-8 digit PIN for your account.
5. Enter your new PIN and press #.
6. Record your name.
7. Record a greeting or select the default system greeting that callers will hear when they leave a message. (See the Record Greeting on the Phone section for details.)

Set Up Voice Mail for Main/Other Lines on Cisco Multi-Line Phones

Use the following steps to set up the business/general voice mailbox on a Cisco phone.

1. Pick up the line you want to set up.
2. Press the Envelope button 💌.
3. Press 269266# on the keypad.
4. At the prompt, choose option 3 for voice mail greetings. (Note: Unless a customized message is set up, the default greeting will play. Tip: Many customers who set up a customized message select the greeting to play for "All Calls.")
5. Follow the prompts to create the greeting.
6. Press *1 to return to the main menu.
7. Press 0 + 4 + 3 + 1 on your keypad to change the PIN on the line you’re configuring.
8. When you make the change, hang up the phone.

**Set Up Voice Mail for Personal Extension on Polycom Single Line Phones**

Use the following steps to set up your extension’s voice mailbox on a Polycom phone.

1. From your phone, press the **Envelope button** before you pick up the handset.
2. Press 269266# on the keypad.
3. Select the default language: 1 for **English** or 2 for **Spanish**.
4. Set a new 4-8 digit PIN for your account.
5. Enter your new PIN and press #.
6. Record your name.
7. Record a greeting or select the default system greeting that callers will hear when they leave a message. (See the **Record Greeting on the Phone** section for details.)

**Set Up Voice Mail for Personal Extension on Polycom Multi-Line Phones**

1. From your phone, press the **Envelope button**.
2. Press 1 on the keypad.
3. Press 269266# on the keypad.
4. Select the default language: 1 for **English** or 2 for **Spanish**.
5. Set a new 4-8 digit PIN for your account.
6. Enter your new PIN and press #.
7. Record your name.
8. Record a greeting or select the default system greeting that callers will hear when they leave a message. (See the **Record Greeting on the Phone** section for details.)
Set Up Voice Mail for Main/Other Lines on Polycom Multi-Line Phones

Use the following steps to set up the business/general voice mailbox on a Polycom phone.

1. From your phone, press the Envelope button 📧.
2. Press 2 on the keypad.
3. Press 269266# on the keypad.
4. At the prompt, choose option 3 on the keypad for voice mail greetings. (Note: Unless a customized message is set up, the default greeting will play. Tip: Many customers who set up a customized message select the greeting to play for "All Calls.")
5. When you set up the greeting, press *1 on the keypad to return to the main menu.
6. Press 0 + 4 + 3 + 1 on the keypad to change the PIN on the line you're configuring.
7. When you make the change, hang up the phone.

Mailbox Settings and Customization

Use the following steps to edit your mailbox settings.

1. Pick up your phone and dial your extension.
2. Press the following number sequences on the keypad to manage your mailbox.

<table>
<thead>
<tr>
<th>0</th>
<th>4</th>
<th>3</th>
<th>1</th>
<th>to change your PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>1</td>
<td>to return to the main menu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>to change message notifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>to access message play settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>6</td>
<td>to manage business days / hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>9</td>
<td>to confirm message deletion</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
How to Check Messages

There are multiple ways you can check your voice mail. Use the instructions below to check messages in your personal mailbox and messages in the general mailbox.

Important: You are allowed six (6) attempts to access your voice mail account before you are locked out. The account will unlock automatically after one hour, or you can call Cox Technical Support to unlock the account more quickly.

Check Messages on a VoiceManager Phone

Use the following steps to check messages in your mailbox.

1. Pick up the line that has your voice mail and press *86.
2. Enter your PIN followed by #.
3. Press 1 to listen to your messages.
4. (Optional) While listening to your voice mail, you may press:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>to play message date and time</td>
</tr>
<tr>
<td>6</td>
<td>to mark a message that has been previously been listened to as “new.”</td>
</tr>
<tr>
<td>7</td>
<td>to rewind the message 4 seconds</td>
</tr>
<tr>
<td>* 7</td>
<td>to return to the previous message</td>
</tr>
<tr>
<td>8</td>
<td>to pause / resume playback</td>
</tr>
<tr>
<td>9</td>
<td>to fast forward the message 4 seconds</td>
</tr>
</tbody>
</table>

5. (Optional) During or after message playback, press:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>to replay a message</td>
</tr>
<tr>
<td>2</td>
<td>to respond to a message</td>
</tr>
<tr>
<td>3</td>
<td>to erase a message</td>
</tr>
<tr>
<td>4</td>
<td>to forward a message (Note: Confidential messages cannot be forwarded)</td>
</tr>
<tr>
<td>#</td>
<td>to save and play the next message</td>
</tr>
</tbody>
</table>
Check Messages on a Cisco Phone for the Main Line/Line 1

Use the following steps to check messages in the general mailbox on a Cisco phone.

1. Press Line 1/Main line.
2. Press the Envelope button.
3. Enter the PIN followed by #.
4. Press 1 to listen to your messages.
5. (Optional) While listening to your voice mail, press:

<table>
<thead>
<tr>
<th>Key</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>to play message date and time</td>
</tr>
<tr>
<td>6</td>
<td>to mark a message that has been previously been listened to as “new.”</td>
</tr>
<tr>
<td>7</td>
<td>to rewind the message 4 seconds</td>
</tr>
<tr>
<td>*7</td>
<td>to return to the previous message</td>
</tr>
<tr>
<td>8</td>
<td>to pause / resume playback</td>
</tr>
<tr>
<td>9</td>
<td>to fast forward the message 4 seconds</td>
</tr>
</tbody>
</table>

6. (Optional) During or after the message playback, press any of the following keys as needed.

<table>
<thead>
<tr>
<th>Key</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>to replay a message</td>
</tr>
<tr>
<td>2</td>
<td>to respond to a message</td>
</tr>
<tr>
<td>3</td>
<td>to erase a message</td>
</tr>
<tr>
<td>4</td>
<td>to forward a message</td>
</tr>
<tr>
<td>#</td>
<td>to save and play the next message</td>
</tr>
</tbody>
</table>
Check Messages on a Polycom Phone for the Main Line/Line 1

Use the following steps to check messages in the general mailbox on a Polycom phone.

1. Press the Envelope button to access the message center.
2. Press 2 on the keypad (Note: The Main Line/Number will be highlighted.)
3. Enter the PIN followed by #.
4. Press 1 to listen to your messages. (Note: To skip announcement of details for voice mail messages, press 1.)

5. While listening to your voice mail, press any of the following keys to play back.

   - 5 to play message date and time
   - 7 to rewind the message 4 seconds
   - * 7 to return to the previous message
   - 8 to pause / resume playback
   - 9 to fast forward the message 4 seconds

6. (Optional) During or after the message playback, press any of the following keys as needed.

   - 1 to replay a message
   - 2 to respond to a message
   - 3 to erase a message
   - 4 to forward a message
   - # to save and play the next message
How to Check Messages

Check Messages Through MyAccount for the Main Line/Line 1

Use the following steps to check the business/general mailbox from the MyAccount portal.

1. Enter www.coxbusiness.com in your web browser.
2. Click the Sign In, MyAccount drop down arrow in the upper right corner of the window.
   
   Result: The Cox Business Sign In drop-down appears.

   Figure 1. Sign In drop-down

3. **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.

   To view/listen to the business/general voice mail messages: Login to MyAccount using the general voice mailbox user credentials, not your User ID.
   
   Result: The MyAccount Welcome page appears.
4. From the Quick Tools icons in the upper right corner, click the **Voice Mail icon**. *(Note: Based on the icon shown, there are seven (7) voice mail messages.)*

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

**Figure 2. Quick Tools icons**

**Figure 3. Voice Mail Tools window**
5. From the Message Center, click the voice mail you want to hear and press the play icon. 
   **Result:** The Message Center window appears.

   **Figure 4.** Message Center

   ![Message Center screenshot]

   6. (Optional) Press the **trash can icon** to delete the message.
How to Configure MyAccount Voice Mail Tools

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

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

Record Greeting on the Phone

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

1. Access your voice mail and proceed 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.)

Record Audio File to Upload to MyAccount

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

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

1. Login to MyAccount.
2. Click the Voice Mail icon in Quick Tools. (See Figure 5.)

Result: The Voice Mail Tools screen appears.

Figure 5. Voice Mail access icon
3. Click the **Voice Mail Greeting** icon.

Result: The **Voice Mail Greetings** window appears. (See **Figure 7**.)
4. Click the **Upload Greeting** link that corresponds to the type of greeting you want to upload.
   **Result:** The Upload Greeting File dialog appears. (See Figure 8.)

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

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

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

8. Click the **Continue** button.
   **Result:** The updated Voice Mail Greetings window appears. (Note: Toggle the switch to the right or left to replace a greeting file, play the greeting, and Activate or Deactivate the greeting. (See Figure 9.)
Figure 8. Upload Greeting File dialog

Upload Greeting File

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

Choose File

No file chosen

Disclaimer

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

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

I have read and understand the disclaimer.

Cancel

Continue
Figure 9. Voice Mail Greetings – Manage Greeting column

Welcome, Nancy

Voice Mail Greetings

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

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

9. To replace an existing audio greeting, click the Replace link.
   1. Click the Choose File button.
      **Result:** Your file folders will appear.
   2. 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.
   3. Click the I have read and understand the disclaimer checkbox.
   4. Click the Continue button.

10. 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.)
**Voice Mail Notifications**

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

Figure 10. **Voice Notification Preferences**

Use the following steps to set voice mail preferences.

1. Login to MyAccount. (See
3. *Check Messages Through MyAccount for the Main Line* (Line 1 for details.)

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

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

   **Figure 11. Voice Notification Preferences**

   ![Voice Notification Preferences](image)

6. 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.)

7. Click the **Save** button.

**Voice Mail Preferences**

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

1. Login to MyAccount. (See Figure 12. Voice Mail Preferences)
3. *Check Messages Through MyAccount for the Main Line* (Line 1 for details.)

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

5. Click the **Voice Mail Preferences icon**.
   **Result:** The Voice Mail Preferences window appears. (See Figure 12.)

6. 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.

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

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

9. Click the **Save** button.

**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 13. Voice Mailbox PIN Code**

Use the following steps to change your PIN in MyAccount.

1. Login to MyAccount. (See
3. *Check Messages Through MyAccount for the Main Line* (Line 1 for details.)

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

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

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

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

**Access Support Guides on MyAccount**

Use the following steps to access additional support material, including the Voice Mail Administrator Guide, the Voice Mail Quick Reference Guide, and Frequently Asked Questions.

1. Navigate to the Voice Tools menu and click the **Voice Mail Guides icon**.  
   **Result:** A list of support materials appears.

2. Click the link of the document you want to view.
How to Configure Settings on Your Phone

Set Voice Mail Notifications from Your Phone

The Notification Settings Menu allows you to set up various forms of notifications, like outdial preferences, modification of the outdial notification phone number, and notification schedules.

Set Voice Notification Preferences on Your Phone

The Voice Notification Preferences window allows you to assign the type of alert you receive when a new message arrives. The options are: Voice Mail Audio File and Readable Voice Mail.

Follow the step below to configure voice mail notifications.

1. Press 0 + 4 + 4 to access the Notifications Settings Menu.
   - Press 1 to access Notification Preferences.
   - Press 2 to enable/disable outdial notifications.
   - Press 3 to enable/disable pager notification.
   - Press 5 to enable/disable email notifications.

Outdial Notification Number from Your Phone

Outdial notifications dial a designated number to alert you of a voice mail. If no outdial number has been configured, you will be prompted to create one. If an outdial number already exists, you will be asked if you want to change the phone number.

Use the following steps to create an outdial number.

1. Press 0 + 4 + 4 to access the Notifications Settings Menu.
2. Press 2 to enter an Outdial Notification Number. (Note: Outdial for local and long distance numbers is managed by Cox local markets. Some outdial capabilities may be restricted due to local market policies. Contact your Cox representative for more information about outdial capabilities for your Cox voice mail services.)
3. Follow the prompts to complete.

Outdial Notification Schedule from Your Phone

Use the following steps to configure an outdial notification schedule.

1. Press 0 + 4 + 4 to access the Notifications Settings Menu.
2. Press 5 + 1 to reach the Outdial Notification Schedule option.
3. Choose Normal or Urgent priority, and select:
   - 1 to use the default outdial number.
   - 2 to configure an additional outdial number.
     - Enter the days and times to receive outdial notifications.
4. Press 5 + 2 to access the Pager Notification Schedule.
5. Choose Normal or Urgent priority and input the day and time you want to receive voice mail messages on a pager.
6. Press 1 + 5 to reach the **Email Notification Setting Menu** (only with Unified Messaging or a similar function.) **Note**: Users with Cox Business Unified Messaging can add an email address in MyAccount to receive email notification. Contact a Cox representative for more information.
   - Press 5 to enable/disable email notification.
     **Result**: Once enabled, you will receive an email notification when the voice mail is received.

7. Press 6 to reach the **Edit/Review Notification Schedule** and add or delete the current notification schedule.
   - Press 1 for Outdial or 2 for Pager; and press 1 for Urgent or 2 for Normal priority.
   - Press 1 to delete the schedule or 2 to hear the next schedule.
How to Manage Messages from Your Phone

The Message Handling settings allow you to customize how voice mail messages will be played when logged in. It offers options for Header and Body playback, and how to manage urgent messages for review.

1. Press 0 + 4 + 5 to access the Message Handling Menu.
   - Press 1 to play urgent messages first. **(Note:** You can enable or disable urgent messages being placed at the top of your message queue. For your reference, the system will announce the current status of the setting.)
   - Press 2 to play messages automatically. **(Note:** You can enable or disable the automatic playback of new messages upon login. For your reference, the system will announce the current status of the setting.)
   - Press 3 to access the Playback Options Menu.

Use the Message Handling Change Menu for options listed above.

- Press 1 to hear the message **Header** only.
- Press 2 to hear the message **Body** only.
- Press 3 to hear both the **Header** and the **Body**.

Manage Incoming Calls from Your Phone

The Handle Incoming Calls Menu allows you to use your Group Mailbox and Extension Mailbox feature. It enables you to have up to nine (9) extension mailboxes for other users or alternate uses, if needed.

Group mailboxes have a maximum of 99 phone numbers connected to the same voice mailbox.

Press the associated button, below, from the Handle Incoming Calls Menu for the specified feature. **For help setting up group or extension mailboxes, contact a Cox representative.**

1. Press 0 + 6 to access the Handle Incoming Calls Menu.
   - Press 2 to access Group Mailbox Settings.
   - Press 1 to enable/disable a group mailbox.
   - Press 4 to reach the Inbound Call Settings Menu. This will allow you to configure your secondary multiline number inbound call settings.
     - Press 1 to change the **Greeting settings for Group and Extension Mailboxes**.
Review Outgoing Messages from Your Phone

This menu allows you to manage your outgoing messages, such as reminders or messages for future delivery. Users can define flexible reminders, such as to do lists or project task lists. Press the associated button below from the Review Outgoing Messages Menu for the specified feature.

1. Press 0 + 7 to reach the Review Outgoing Messages Menu.
   - Press 1 to configure your Reminder Settings Menu.
   - Press 1 to access the Schedule a Reminder option. (Press 1 again if you want a One Time Reminder. Follow the prompts to enter the month and day for delivery; and then record your message.)
   - Press 2 if you want a Daily Reminder, then:
     - Press 1 for an Everyday Reminder.
     - Press 2 for a Weekday Reminder.
     - Press 3 for a Weekend Reminder.
       - Enter the hour and minute for delivery (1=AM, 2=PM).
       - When the time is confirmed, press 1 again.
       Result: You will be prompted to record the message, then confirm or re-record as needed.

2. Press 0 + 7 to reach the Review Outgoing Messages Menu.
   - Press 2 to access the Existing Reminder Menu.
     - Press 1 to play the reminder.
     - Press 2 to reschedule a reminder.
     - Press 3 to re-record a reminder.
     - Press 4 to cancel the reminder.
     - Press # to continue to the next reminder.

3. Press 0 + 7 to reach the Review Outgoing Messages Menu.
   - Press 3 to reach the Review Future Messages For Delivery Menu and configure your delivery settings for the future message.
     - Press 1 to keep the current settings.
     - Press 2 to listen to the message.
     - Press 3 to re-record the message.
     - Press 4 to reschedule the message.
     - Press 6 to cancel delivery.

Delete Confirmation from Your Phone

1. Press 0 + 4 + 9 to reach the Message Deletion Confirmation Menu. (Note: These settings allow you to decide whether a confirmation will occur when you delete a message.)
Result: The current status of the setting is announced.
   - Press 1 to update this option.
   - Press 2 to keep the current setting.
# Voice Mail Access Numbers

When you are away from your phone’s voice mailbox, call the Cox Voice Mailbox Access number for your area. The numbers are listed below for your reference.

<table>
<thead>
<tr>
<th>Arkansas</th>
<th>Connecticut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bentonville</td>
<td>479-657-6245</td>
</tr>
<tr>
<td>Eureka Springs</td>
<td>479-363-6245</td>
</tr>
<tr>
<td>Fayetteville</td>
<td>479-445-6245</td>
</tr>
<tr>
<td>Ft. Smith</td>
<td>479-434-6245</td>
</tr>
<tr>
<td>Gravette</td>
<td>479-344-6245</td>
</tr>
<tr>
<td>Rogers</td>
<td>479-899-6245</td>
</tr>
<tr>
<td>Springdale</td>
<td>479-419-5245</td>
</tr>
<tr>
<td>Van Buren</td>
<td>479-262-6245</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Arizona</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phoenix (area code 623)</td>
<td>322-6245</td>
</tr>
<tr>
<td>Phoenix (area code 602)</td>
<td>795-6245</td>
</tr>
<tr>
<td>Phoenix (area code 480)</td>
<td>699-6245</td>
</tr>
<tr>
<td>Tucson</td>
<td>520-207-7000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>California</th>
<th>Kansas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange County</td>
<td>949-388-6245</td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>805-845-6245</td>
</tr>
<tr>
<td>San Diego - from area code 619</td>
<td>334-6245</td>
</tr>
<tr>
<td>San Diego from area code 760</td>
<td>444-6245</td>
</tr>
<tr>
<td>San Diego from area code 858</td>
<td>345-6245</td>
</tr>
</tbody>
</table>
## Voice Mail Access Numbers

<table>
<thead>
<tr>
<th>Louisiana</th>
<th>Nebraska</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbeville</td>
<td>Omaha</td>
</tr>
<tr>
<td>Baldwin</td>
<td>Nevada</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>Las Vegas</td>
</tr>
<tr>
<td>Breaux Bridge</td>
<td>Rhode Island</td>
</tr>
<tr>
<td>Crowley</td>
<td>Rhode Island</td>
</tr>
<tr>
<td>Delcambre</td>
<td>Virginia</td>
</tr>
<tr>
<td>Kaplan</td>
<td>Chesapeake</td>
</tr>
<tr>
<td>Lafayette</td>
<td>Hampton</td>
</tr>
<tr>
<td>Morgan City</td>
<td>Hampton Roads</td>
</tr>
<tr>
<td>New Iberia</td>
<td>Middle Peninsula</td>
</tr>
<tr>
<td>New Orleans</td>
<td>Newport News</td>
</tr>
<tr>
<td>Rayne</td>
<td>Norfolk</td>
</tr>
<tr>
<td>Saint Martinville</td>
<td>Northern Virginia</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Ohio</td>
<td></td>
</tr>
<tr>
<td>Cleveland</td>
<td>Portsmouth</td>
</tr>
<tr>
<td>Broken Arrow</td>
<td>Williamsburg</td>
</tr>
<tr>
<td>Coweta</td>
<td></td>
</tr>
<tr>
<td>Tulsa</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Louisiana</th>
<th>Nebraska</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coweta</td>
<td></td>
</tr>
<tr>
<td>Oklahoma</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

*End of Document*