



Cox Business Voice Mail Admin Guide

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Introduction

Cox Business Voice Mail is the business-grade voice message service of Cox Business®. It's a feature-rich service that is versatile, flexible and functional for all users on the system. Cox Business Voice Mail offers user-friendly voice prompts plus many personal options which save you valuable time and promote a high level of user efficiency and productivity.

This document provides an insight into each available feature and how to activate and use each one.

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Product Overview

This document reviews features in each voice mail package. It also provides a Phone User Interface (TUI) instruction guide for easy reference on how to set up and use your voice mail feature.

Table 1 outlines the core features that are offered in the Cox Business Voice Mail system along with relevant default settings that each mailbox has at the time of installation.

Table 1. Cox Business Voice Mail Standard Features and Settings

Category			
Mailbox Package Types			
	Description	Values	Customer Editable?
Basic	This mailbox is provided to individuals and is not accessible by any other person. This is the most versatile and widely used mailbox.		
Group	<p>This mailbox can be accessed by a group of people who normally have common work responsibilities such as a help desk, billing inquiries, sales, etc.</p> <p>A group mailbox can have more than one phone number associated with it (Multi-Line) and anyone in the group can retrieve messages from it.</p>		
Extension	<p>An extension mailbox is partitioned within a basic mailbox. A basic mailbox can support up to nine (9) sub-mailboxes or “group mailboxes”. Each group mailbox can be customized with an individual personal greeting and messages can be deposited into any group mailbox that are only retrievable by the person assigned to the group mailbox.</p> <p>Group mailbox capability enables the subscriber to have multiple business lines point to a single Voice Mail box. Additional charges will apply for each</p>	<p>Recorded Name is limited to eight (8) seconds.</p> <p>An “End of message warning” is played before 15 seconds.</p> <p>99 total lines</p>	Yes

Basic Mailbox Package Characteristics			
Key Mailbox Thresholds			
	Description	Values	Customer Editable?
Mailbox Size	Maximum amount of voice messages that can be deposited in a mailbox (measured in megabytes)	45 mins	No
Maximum Message Length	Maximum message length per message	5 mins	No
Greeting Length	Maximum greeting length	3 mins	No
Message Retention	Number of days a saved message can be kept in the mailbox. Once this age has been reached, the message will automatically be deleted from the mailbox.	31 days	No
Language Options	A Voice Mail subscriber may select the language used by the Telephony User Interface (TUI) menu for their mailbox.	English or Spanish	Yes
Login Features			
	Description	Values	Customer Editable?
Fast Login	Customers who call their mailbox from their business line will only be prompted to input their PIN to gain access.	Enabled by Default	Yes
PIN Skip	If enabled by the customer, when the customer calls voice mail from their business line, they will not be prompted to enter their mailbox ID or PIN and will be taken directly to their messages.	Off by Default	Yes
Allowed Login Attempts	Your account will be locked if you enter an incorrect PIN on the sixth (6 th) attempt in an hour. Should this occur, your account will unlock automatically after one (1) hour or you may call Cox Business to have your account unlocked or your PIN reset.	6 Attempts; 60 mins Lockout	No

Greetings			
	Description	Values	Customer Editable?
Number of Greetings	5 Standard, 1 Additional if they enable group features.	6 total	No
Greeting Length	Maximum greeting length	3 mins	No
Custom Recording or Default Greeting Messages	You may record a custom greeting message or the system will provide a default greeting option greeting, e.g., "You have reached the mailbox of [recorded name]..."	Custom Recorded or System Default	Yes
All Calls Greeting	The greeting that is used when no other greeting types are enabled.	N/A	Yes
No Answer Greeting	When enabled, this greeting is only used when the line is not in use and goes unanswered.	N/A	Yes
Busy Greeting	When enabled, this greeting is only used when the line is in use and busy.	N/A	Yes
Out of Hours Greeting	When enabled, this greeting alerts callers that your business is closed and is played outside of your normal business hours/days.	N/A	Yes
Extended Absence Greeting	When enabled, this greeting supersedes all other greetings. It is designed to alert callers that you will be unavailable for an extended period of time, e.g., vacation. You will have the option to select whether or not you want to allow callers to leave a message when the Extended Absence Greeting is activated.	N/A	Yes
Group Mailbox Characteristics			
	Description	Values	Customer Editable?
Inbound Calls Greeting	When a Group mailbox is enabled, this greeting serves as the primary greeting to the mailbox.	N/A	Yes

Playback Options			
	Description	Values	Customer Editable?
Play Message	Upon login, the system will automatically initiate the “Play” menu if new messages are present. You may replay, skip, delete, forward, or save a message.	N/A	Yes
Respond to a Message	You may respond to a Voice Mail message directly by electing to send a Voice Mail message or, where enabled, by having the Voice Mail system initiate a call to the person who left the message. (Long Distance (LD) calls will be charged using Cox Business LD rates.)	N/A	Yes
Forward a Message	You can forward a message to another mailbox on your system by pressing 4 or to an off-net number (where the called party can elect to hear the message).	N/A	Yes
Delete a Message	Messages can be removed from the mailbox by depressing 3. Deleted messages can be retrieved if this action is taken prior to hanging up.	N/A	Yes
Save Message	A saved message will remain in the mailbox until it reaches the maximum age (31 days) or you chose to delete it.	N/A	Yes
Delete Confirmation	When enabled, you will be asked to confirm your desire to delete a message before the system does so.	Disabled by Default	Yes

Sending Messages			
	Description	Values	Customer Editable?
Create and Send Message	You may create a new voice message by depressing 2 and send it to another person on your system or to an off-net number (where enabled).	N/A	Yes
Urgent / Confidential	You may set the Priority Option to "Urgent" or "Normal" and the Confidentiality option to "Confidential" or "Not-confidential".	N/A	Yes
Distribution Lists			
	Description	Values	Customer Editable?
Distribution Lists	You can create up-to 20 (Basic) or 50 (Deluxe) named distribution lists that can be used to send the same message to several voice mail users simultaneously.	Basic = 20 Deluxe = 50	No
List Settings	Each distribution list can contain up to 15 (Basic) or 50 (Deluxe) entries each.	Basic = 15 Deluxe = 50	No
Notifications			
	Description	Values	Customer Editable?
Message Waiting Indicator (MWI)	Stutter dial tone is activated when a new message is present. It is de-activated when the mailbox no longer has any unread messages.	N/A	No
Outdial Notification	When a new message is deposited in your mailbox, the Voice Mail system will place a call to a number that you define in the system. When a system generated call is answered, you will be informed that you have a new message and you can choose to hear it.	N/A	Yes

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	Description	Values	Customer Editable?
Paging Notification	When a new message is deposited in your mailbox, the Voice Mail system will place a call to your pager.	N/A	Yes
Email Notification	Via the MyAccount user interface or by calling Cox Business Customer Care. Available to Unified Messaging subscribers.	N/A	Yes – if the customer uses MyAccount. (Subscriber can contact Cox Business Customer Care to enable or disabled)
Scheduling	Notifications may be scheduled based on time of day and day of week.	N/A	Yes
Extension Mailbox			
	Description	Values	Customer Editable?
Extension Mailbox	An extension mailbox can support up to nine (9) sub-mailboxes or “extension mailboxes”. Each extension mailbox can be customized with an individual personal greeting and messages can be deposited into an extension mailbox that are only retrievable by the person assigned to the extension mailbox.	Recorded Name” is limited to 8 seconds. End of message warning is played 15 seconds before end of recording.	No (Subscriber can call up Cox customer care for creation of Extension mailbox)
Administration	Once enabled, you can add or delete extension mailboxes (up to 9) via the TUI menu option.	TUI: on/off All Other: Cox Administrators	Yes

Group Mailbox			
	Description	Values	Customer Editable?
Group Mailbox	<p>Group mailbox capability enables the subscriber to have multiple business lines point to a single Voice Mail box. By default, all Cox Business Voice Mail boxes will be capable of this function. Additional charges may apply for each additional line that is associated with the mailbox.</p> <p>Subscribers can have up to 16 phone numbers associated with a single line.</p> <p>Up to 99 secondary phone lines for each primary line.</p>	99	No (Subscriber can call up Cox customer care to add a Multi-Line number)
Administration	<p>To associate additional lines, you must call Cox Business to setup. When multiple lines are associated with a mailbox, the user experience and administration options change somewhat. The subscriber will be told which line a message was sent to, as well as they will have the ability to set different greetings for each line.</p>	N/A	Yes (Additional line greetings can be configured from TUI)
Reminder Service			
	Description	Values	Customer Editable?
Reminder Service	<p>Reminder service allows you to set specific dates/times when the system will call a specified number.</p> <p>.</p>	N/A	Yes Basic – 5 Deluxe = 10 Maximum Length = 3 mins
Scheduling	The subscriber may schedule a reminder based on day and time.	N/A	Yes

Product Overview

Snooze	You may elect to use the snooze function, which acts just as an alarm clock and will call back again after a customer-defined period of time.	N/A	Yes
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Mailbox Setup

Once a mailbox is created for you, you can access your mailbox directly from your business phone. Here's how.

1. Dial the Voice Mail access number or your business number from your business phone.
Result: Enter the **PIN**. The default PIN is "**COXCOM**" (**269266**).
2. Select the language you prefer. Press **1** on your phone's keypad for English or press **2** for Spanish.
3. Confirm your language selection.
Result: A message that indicates your mailbox has not yet been initialized since the default PIN was used. You are prompted to enter a new PIN.
4. Re-enter the new **PIN** followed by the **#** sign and re-enter it to confirm.
5. Record your name.
6. Choose to accept the default system greeting for "**All Calls**" or record a custom greeting for "**All Calls**."



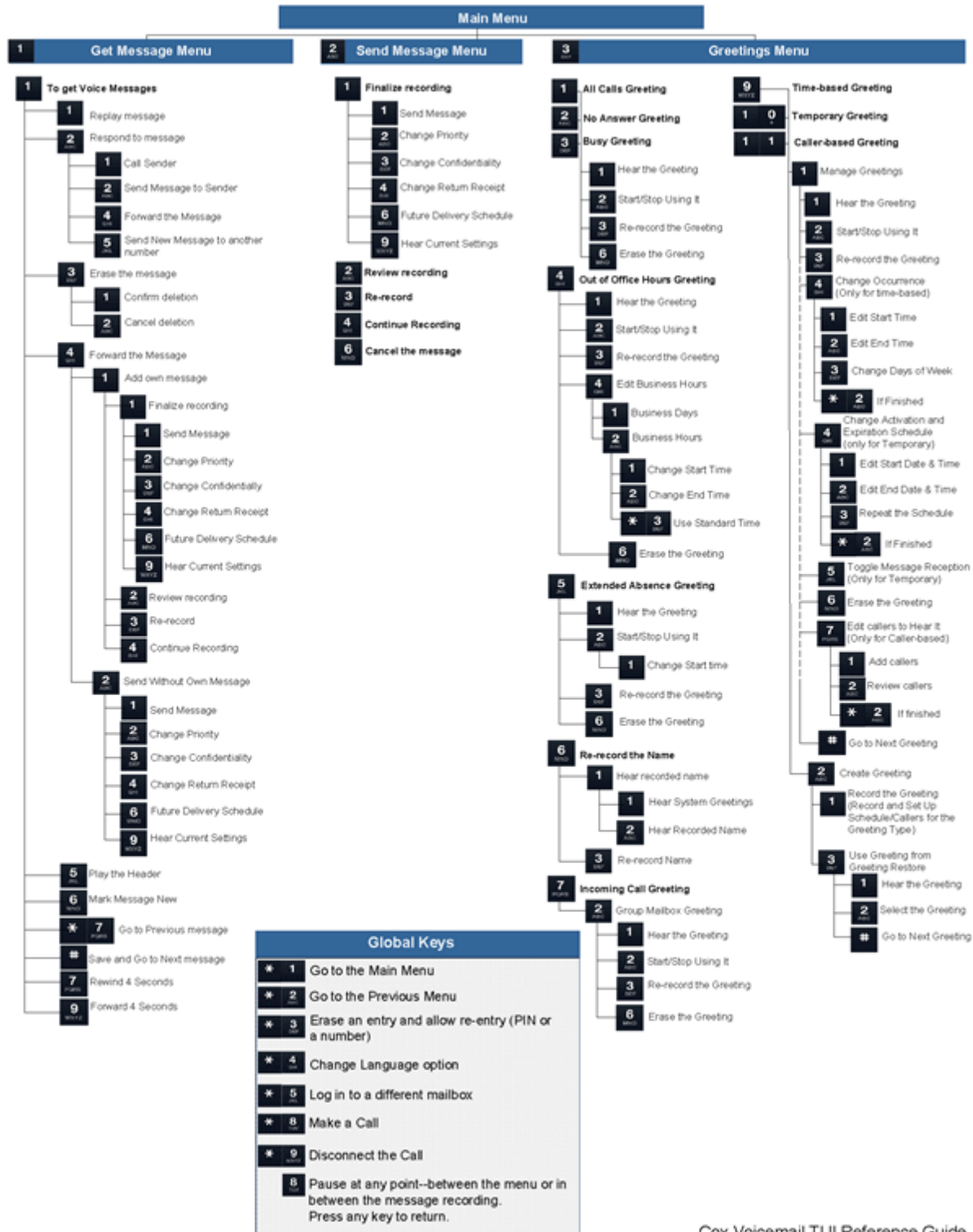
Note: Should you need to discontinue this procedure before completing the above steps, you will need to restart the process from the beginning.

Once the initialization process is complete, you can log into your mailbox. After you log on, you are directed to the main menu.

Menu Map

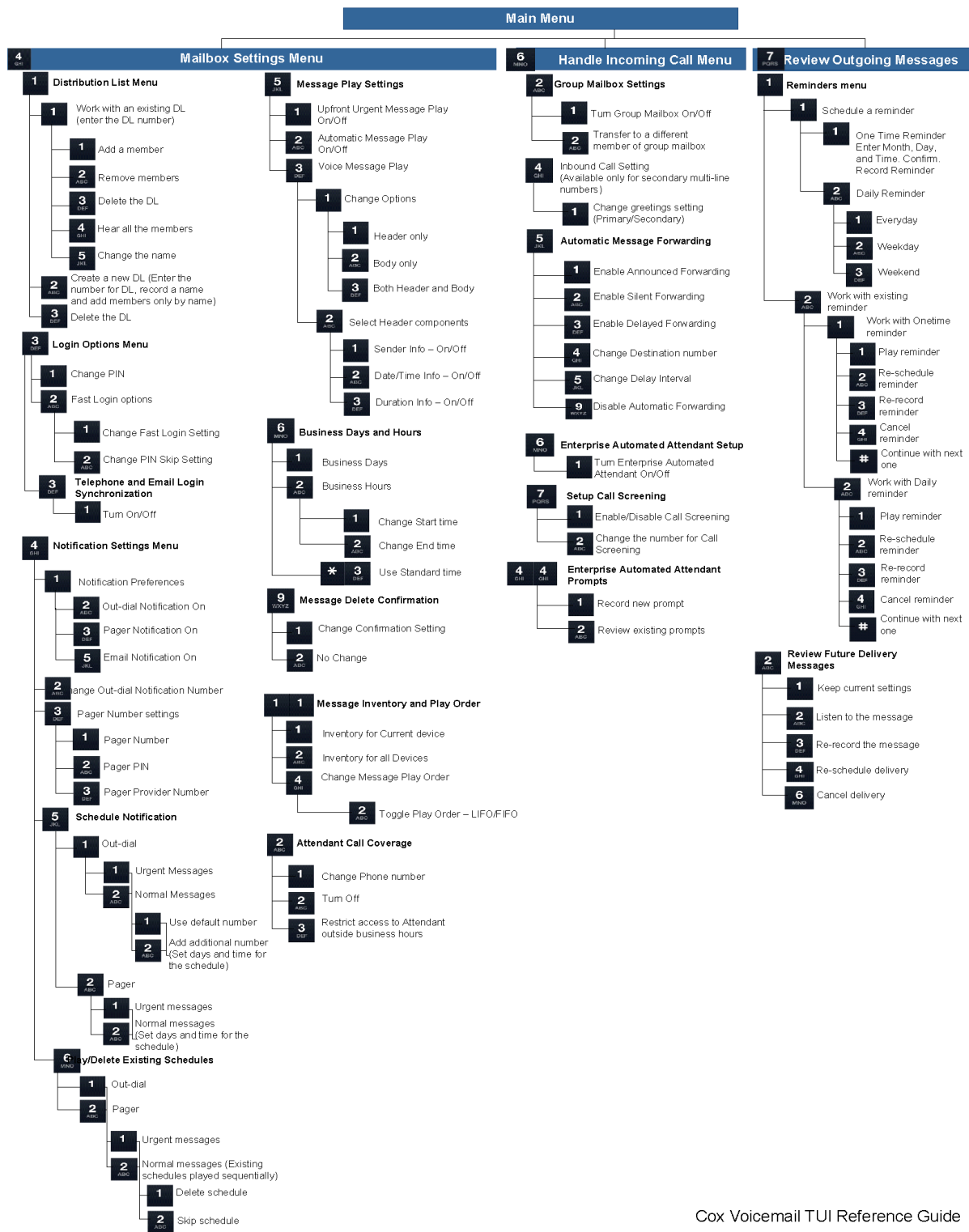
The diagrams provide the details of the entire menu flow once you log into the Voice Mail system. The steps are described in subsequent sections of this document.

Figure 1. Phone User Interface Set Up Guide



Cox Voicemail TUI Reference Guide

Menu Map



Cox Voicemail TUI Reference Guide

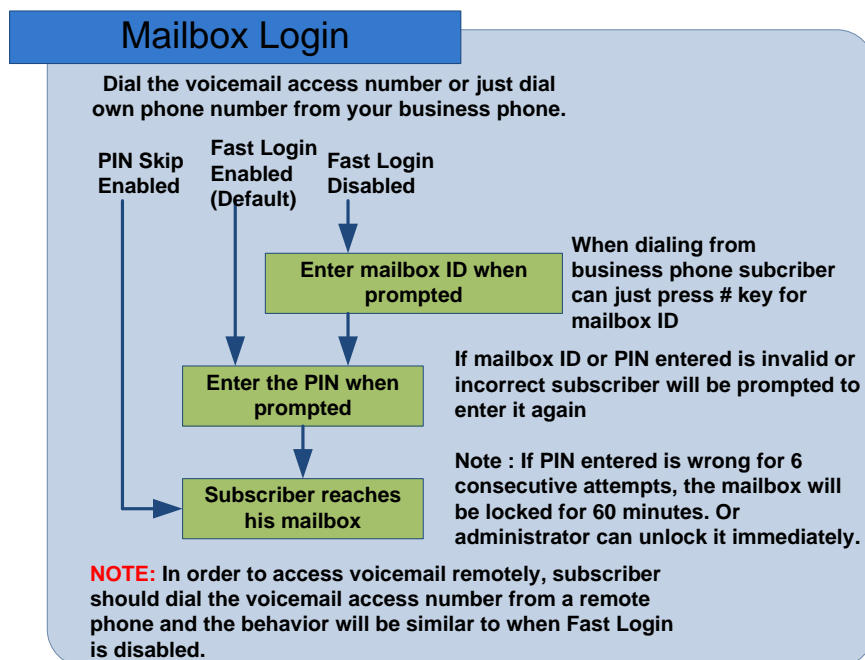
How to Log into Your Cox Business Voice Mailbox

Use the following steps to log into your Cox Business Voice Mailbox.

1. Dial ***298** on your office phone to connect directly to your voice mailbox. You are not required to enter the Mailbox ID number. However, you are asked to enter your **PIN**. Once the PIN is verified, you have access to your mailbox.
2. Dial the Voice Mail access number from your business phone.
Result: Enter your **PIN**. Once the PIN is verified, you have access to your mailbox.
3. Dial your business number from another phone. If you allow the call to Voice Mail, press ***5** on your phone's keypad.
Result: Enter your **mailbox ID** and your mailbox **PIN**. Once the PIN is verified, you have access to your mailbox.
4. Dial the Voice Mail access number. (**Note:** When you are away from your office, you can dial the Cox Business Voice Mail access number that is provided in the Appendix).
Result: Enter your **mailbox ID** and your **mailbox PIN**. Once the PIN is verified, you have access to your mailbox. Once the information is verified, you have access to your mailbox.

Fast Login and PIN Skip Settings

1. The fast login and PIN skip settings can be edited in the **Login Options** menu. Press **Options 4** and **3** on your phone's keypad to access the **Login Options** menu on the **Main Menu**.
2. Press **Option 1** on the **Login Options** menu to change the PIN.
3. Enter your new **PIN** and re-enter it to confirm.
Result: The Mailbox PIN is changed and you are returned to the **Login Options Menu**.
4. Fast login is enabled by default; therefore, you do not need to enter the Mailbox ID when you dial in from the business phone.
5. On the **Login Options** menu, press **Option 2** to access the **Fast Login** setup. Choose from the following options: Press **Option 1** for **Fast Login** setup. Press **Option 2** to **skip PIN settings**. By default, Fast login is enabled on the Voice Mail system.

Figure 2. Mailbox Login Process

Disable Fast Login

If you want to disable the Fast Login feature to avoid entering the Mailbox number each time you log in to the mailbox, you need to disable it in the Login Options.

1. Press **Option 4** to access the **Login Options Menu** on the **Main Menu** and press **3** on the **Mailbox Settings Menu**.
2. Press **Option 2** to access the **Fast Login** options on the **Login Options Menu**.
3. Press **Option 1** to access the **Fast Login** settings menu on the **Fast Login Options** menu.
4. Press **Option 1** to change the current **Fast Login** setting. (By default, Fast Login is set to **ON**. Press **Option 1** to disable Fast Login).
5. Enter the **Mailbox number** and **PIN** to disconnect and login to the mailbox.

Enable PIN Skip

PIN Skip enables you to log into your mailbox without entering the mailbox PIN when you log in from your office phone. (**Note:** Fast Login must be enabled to support the PIN Skip function.)

1. Press **Option 4** on your phone's keypad to access the **Login Options** Menu from the Main Menu and press **Option 3** on your phone keypad in the **Mailbox Settings** Menu.
2. Press **Option 2** on the **Login Options** Menu to access the Fast Login options.
3. Press **Option 2** on the **Fast Login Options** menu to access the PIN Skip settings menu.
4. Press **Option 1** to change the current PIN skip setting. (By default, PIN skip is OFF. By pressing **Option 1** it will enable PIN skip)
5. Disconnect and login to the mailbox. (**Note:** You are not required to enter the mailbox PIN.)

Main Menu

The Main Menu is the first menu you hear when you log into your Voice Mail service. It provides a summary of the messages that are in your mailbox followed by other options offered on the Voice Mail system.

The Main Menu provides options to perform the basic functions in the Voice Mail system. They are described in the table below.

Figure 3. Main Menu Options

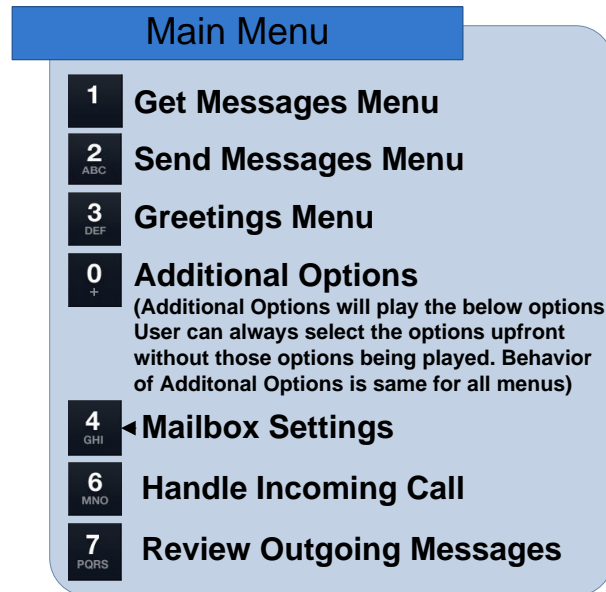


Table 2. Main Menu Function Descriptions

Function	Description
Get messages	Provides access to the voice mails in your mailbox. You can listen, reply, delete, or save these messages.
Compose a new message	You can compose a new message, add recipients to it, and send the message. If you so choose, you can also change the priority and the confidentiality settings, and schedule the message for future delivery.
Customize the greetings	You can record personalized greetings for various call types. Based on your preferences, the corresponding greeting will be played for each call type that you activate.
Modify the mailbox settings	There are various optional settings, e.g., xxx, yyy, that you can activate within your Voice Mail service.
Review and modify the outgoing messages	This option enables you to review messages scheduled for future delivery and to modify them as necessary. You can also set up reminders such as XX, YY, from this menu.

Global Keys

The Cox Business Voice Mail system also provides some global key options that you may find useful.

Figure 4. Global Keys Menu

Global Keys		
*	1	Goes to the Main Menu
*	2 ABC	Goes to the previous menu
*	3 DEF	Erases an entry and allows to re-enter(PIN or a number)
*	4 GHI	Change Language Option
*	5 JLK	Login into a different mailbox
*	8 TUV	Make a Call
*	9 WXYZ	Disconnect the Call
	8 TUV	Pause at any point of time. It can be in between the menu or in between message recording. Subscriber can press any key to return back.

Get Messages Menu

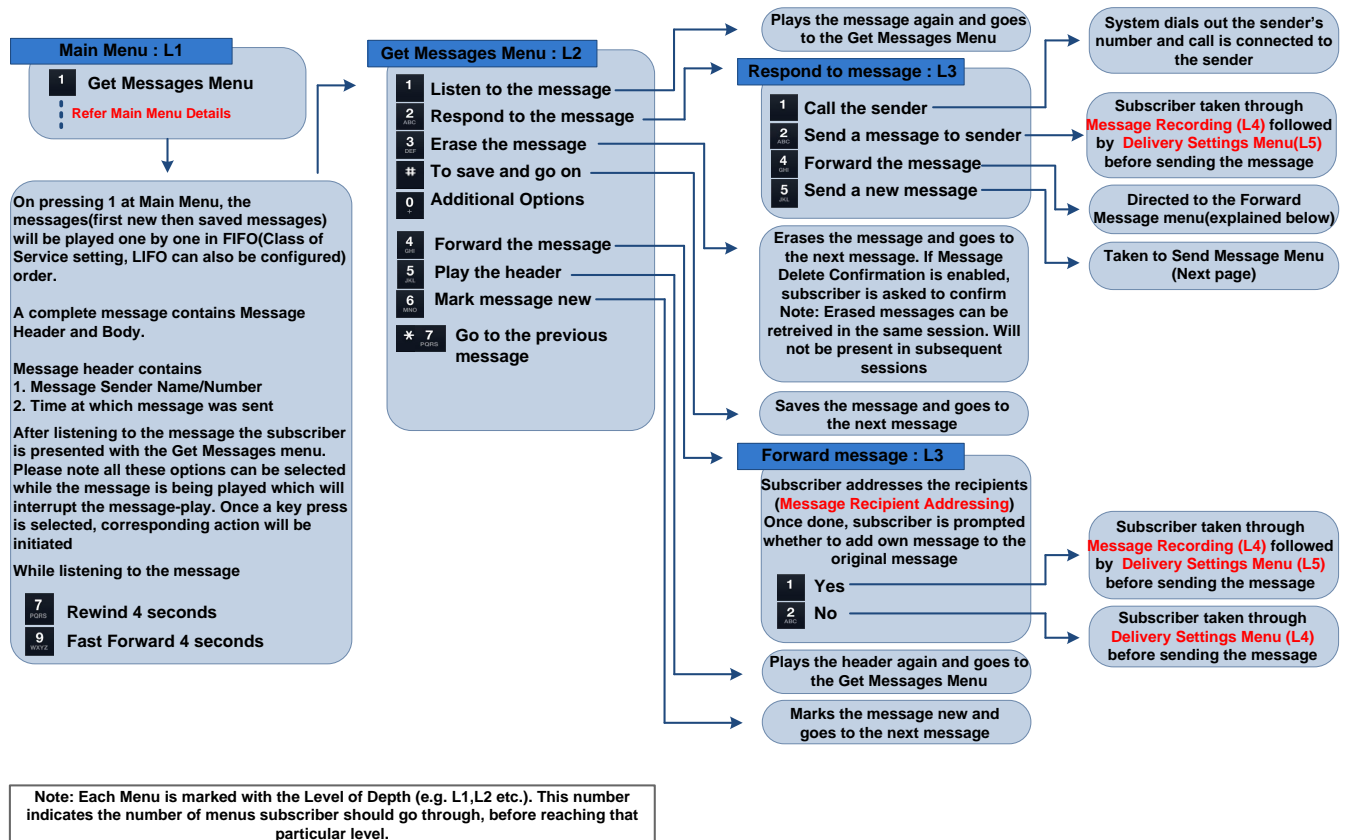
Press **Option 1** on the **Main Menu** to access the **Get Messages Menu**. This sub-menu enables you to listen to your messages, reply to them, delete them, save them, or forward them. You can also play the message header; mark the message as new, and return to the previous message. You can select these options while the message is playing, but it will interrupt the message-play function. Select and press a key on your keypad to initiate the corresponding action.

The **Get Messages Menu** plays messages and provides you with the following options for each message:

If you want to...	Press this key on your keypad...
Listen to the message	1
Respond to the message	2
Erase the message	3
Save the message	#
Forward the message (Note: Messages marked as “Confidential” cannot be forwarded.)	4
Hear details about the sender and the time the message was received	5
Mark the message new	6
Return to the previous message	*7

Figure 5. Get Messages Menu

Get Messages Menu



Send Messages Menu

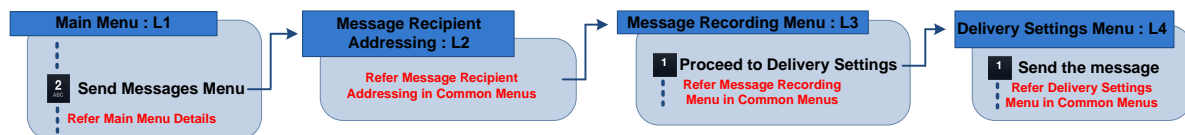
The Send Messages Menu is accessed by pressing **Option 2** on the Main Menu and is used to send a new voice message. You can select (or not select) priority and confidentiality settings for each message. You can also use this menu to schedule the message for future delivery.

This menu also provides the option to add phone numbers of off-net (not on Acision platform) colleagues or customers. You can add and store multiple phone numbers, multiple distribution lists or a combination of phone numbers and distribution lists as the recipients.

You can also listen to the message you are going to send and re-record the message or cancel the message before you send it.

Figure 6. Send Messages Menu

Send Messages Menu

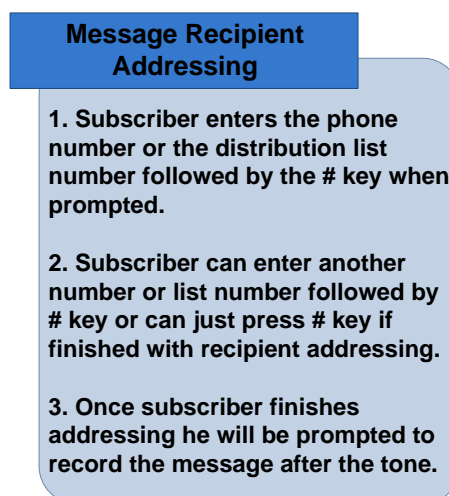


Common Menus

Message Recipient Addressing

This menu displays the steps required to add recipients to a message. You can add multiple phone numbers, multiple distribution lists, or a combination of phone numbers and distribution lists as the recipients.

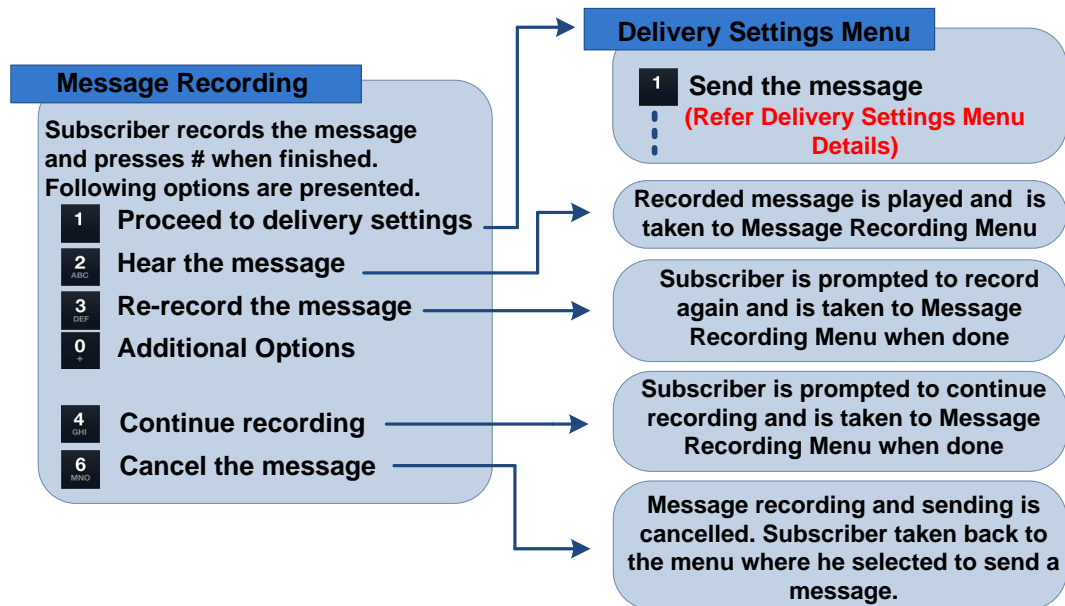
Figure 7. Message Recipient Menu



Message Recording

This menu displays the options you can use to record a message. You can also listen to the message you want to send, re-record it before you send, or cancel the message.

Figure 8. Message Recording Menu



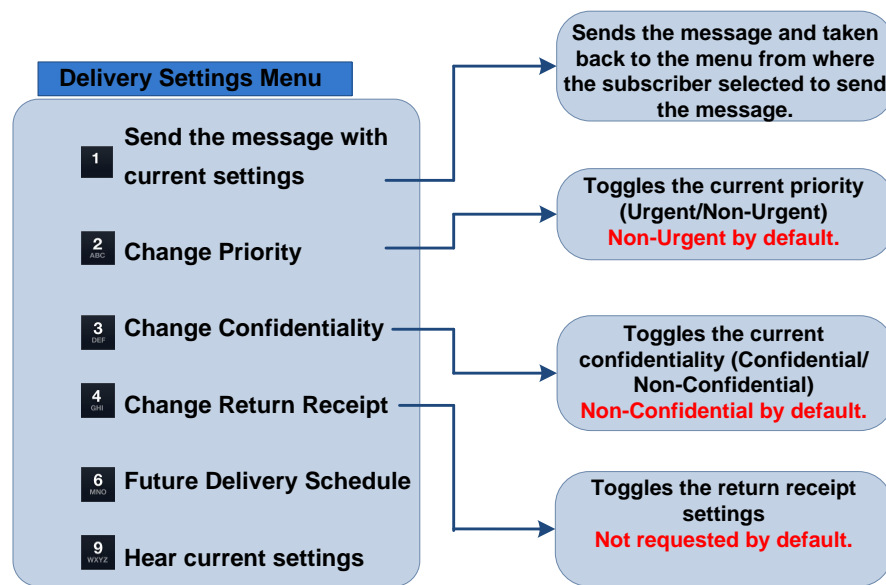
Delivery Settings Menu

This menu helps you select the priority and confidentiality settings for the message you want to send. You can set a message as “Urgent,” “Confidential,” and/or require a “Return Receipt” notice. The recipient is notified that they have an “Urgent” or “Confidential” message when they access their mailbox; and are informed that the sender added a “Return Receipt” condition to the message.



Note: “Urgent” messages move to the top of the recipient’s inbox. A confidential message cannot be forwarded to any other number.

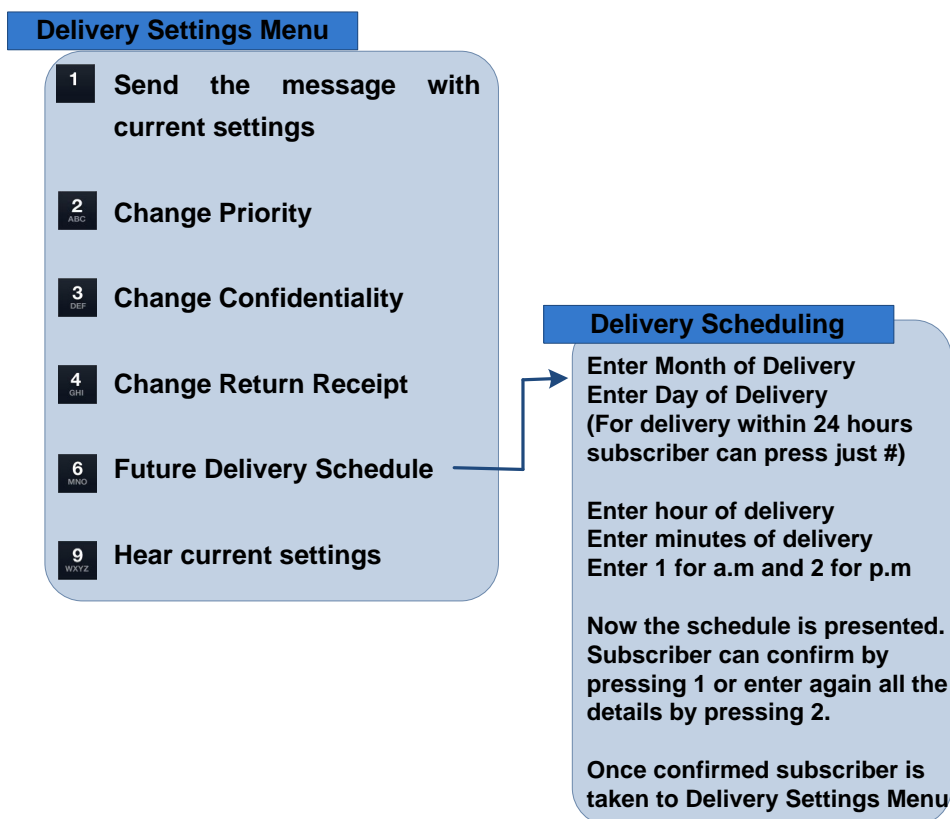
Figure 9. Delivery Settings Menu



Future Delivery Schedule

The Voice Mail system allows you to schedule a message that you want to send in the future. You can customize the date and time to send the message up to 15 days in advance.

Figure 10. Delivery Schedule Menu



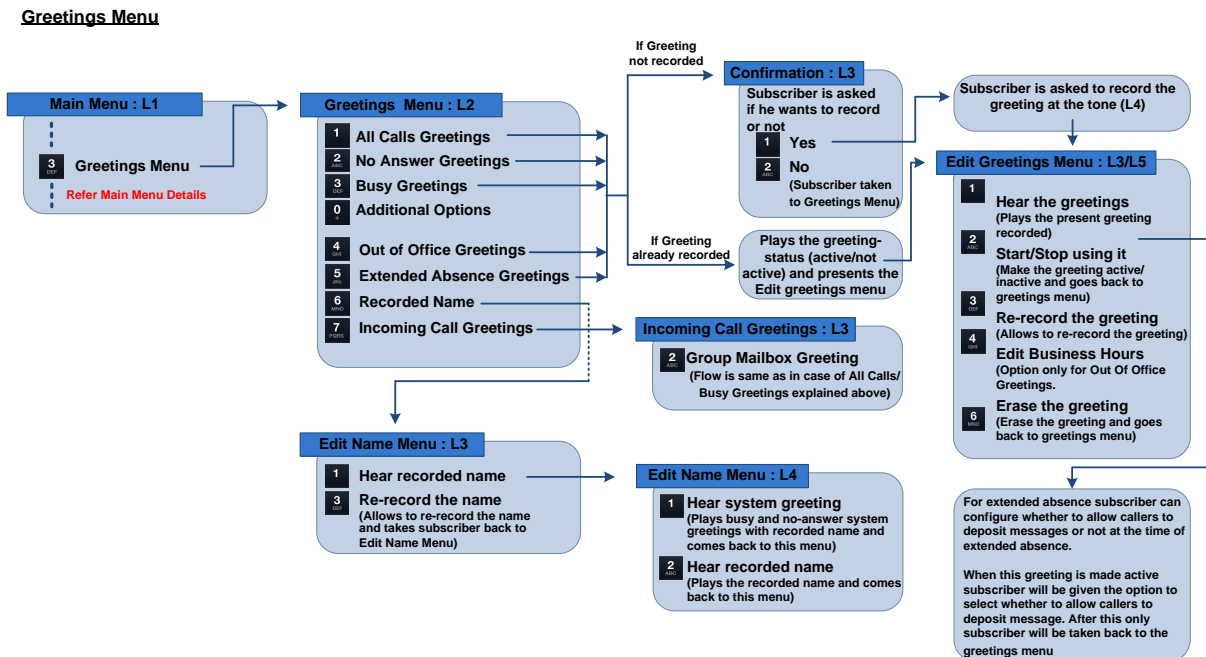
Greetings Menu

The **Greetings Menu** allows you to modify greetings you may want to associate with different greetings options. Press **option 3** on the **Main Menu** to access the **Greetings Menu**. View the table below for a description of greeting types.

Greeting Type	Description
All Calls greeting	The default greeting. Press Option 1 on the Greetings Menu to access this choice.
No Answer greeting	The greeting that plays when the called line is not answered. Press Option 2 on the Greetings Menu to access this choice.
Busy greeting	The greeting that plays when the called line is busy. Press Option 3 on the Greetings Menu to access this choice.

Greeting Type	Description
Out of Office greeting	This greeting automatically plays (if activated) during non-business days/hours. During normal business hours, other greetings (All Calls, No Answer, or Busy Call greetings) play based on your settings. (Is there an option to press?)
Extended Absence greeting	This greeting supersedes all greetings and alerts the caller that you are away for an extended period of time. When the Extended Absence greeting is active, you can choose if you want new messages left in your voice mailbox or if you want to inform the caller you are not accepting messages. Press option 5 on the Greetings Menu to access this choice.
Incoming Call Greetings	When Group Mailboxes are enabled, this greeting serves as the main greeting to the group mailbox. Press Option 7 on the Greetings Menu to access this choice. This menu also provides the option to record a name for the greeting. Press Option 6 on the Greetings Menu to access this choice. You can erase, re-record greetings, edit the business hours, or select the default system greetings.

Figure 11. Greetings Menu



Greetings Enhancements

Greetings Enhancements are a continuation of the **Greetings Menu**. Press **Option 3** on the **Main Menu** to access this choice. This selection allows you to set up Temporary Greetings, Time Based Greetings, and Caller Based Greetings.

- Press **Option 9** to set a Time-Based Greeting
- Press **Option 10** to set a Temporary Greeting
- Press **Option 11** to set a Caller-Based Greeting

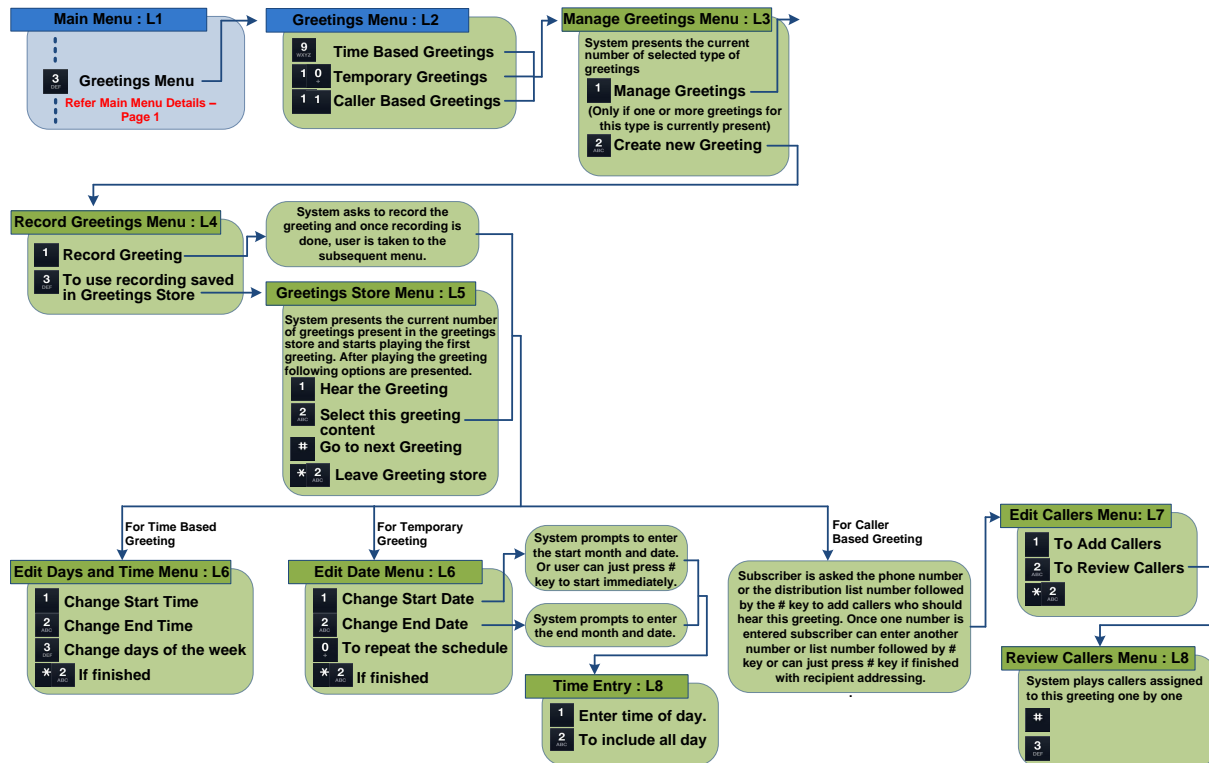
By default, none of these greetings are set up. When you select any of the greeting options, you are presented with the following choices:

- **Option 1 to Manage Greetings** (available only when at least one of the above mentioned greeting type is present)
- **Option 2 to create a New Greeting**

Use the following steps to create a New Greeting.

1. When you press **Option 2** (to create a New Greeting), the **Record Greetings Menu** prompts you to either record a greeting or use the standard greetings.
2. Press **Option 1** to record a customized greeting.
3. Press **Option 3** to use the system default (standard) greetings. You can listen to the greetings and select your choice or exit from the menu.
4. After you select the greeting type and complete any additional prompts, other menus are presented to you based on your choice.
5. If you select **Time-Based Greeting**, the **Edit Days and Time Menu** plays. You can change the **Start Time**, **End Time**, and **Days of the Week** values.
6. If you select **Temporary Greeting**, the **Edit Date Menu** plays. You can change the **Start Date**, **End Date**, and **Repeat the Schedule** values. Press **Option #** to start the greeting immediately. You can also configure it for a particular time of day.
7. If you select **Caller-Based Greeting**, the **Edit Callers Menu** plays. Enter the phone number or distribution list number followed by the **#** key to add callers who will hear the greeting. Once you enter each phone number, press the **#** key to either add another number or complete the list. (**Note:** You can also review and remove callers from the list.)

Figure 12. Manage Greetings Menu



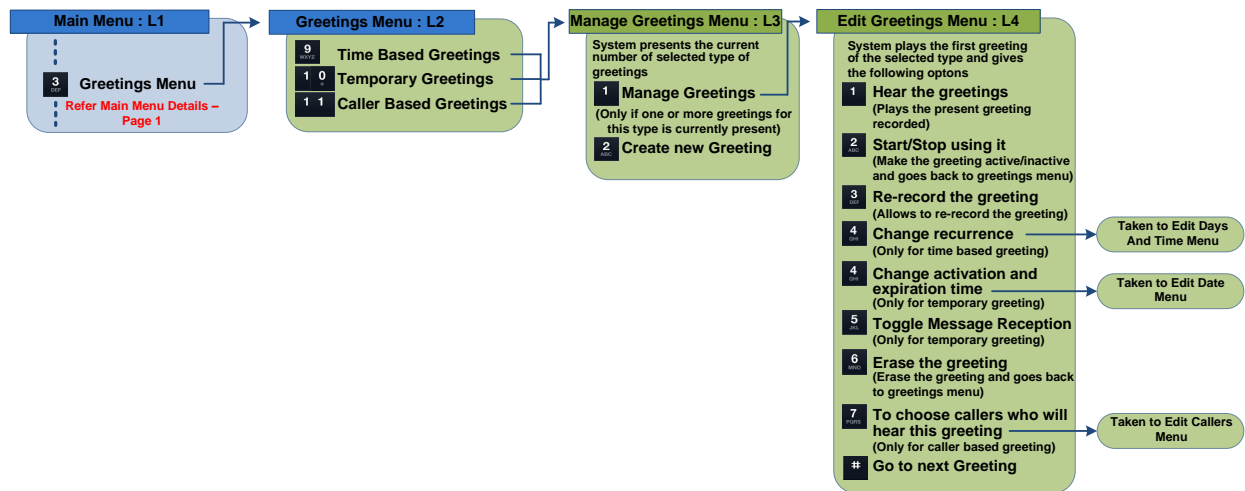
Use the following steps to manage greetings.



Note: This menu is only available when at least one greeting is recorded and active. When you select **Option 1** for the **Manage Greetings** option, the **Edit Greetings Menu** plays.

- Press **Option 1** to hear current greetings.
- Press **Option 2** to start or stop using the current greeting.
- Press **Option 3** to re-record the greeting.
- Press **Option 4** to change the greeting's recurrence. This option is only available for a Time-Based Greeting.
- Press **Option 4** to change the activation and expiration time. This option is only available for a Temporary Greeting.
- Press **Option 5** to toggle Message Receipts. This option is only available for a Temporary Greeting.
- Press **Option 6** to erase the greeting.
- Press **Option 7** to select specific callers who will hear the greeting. This option is only available for a Caller-Based Greeting.
- Press **Option #** to proceed to the next greeting.

Figure 13. Manage Greetings Menu



Mailbox Settings Menu

Distribution List Menu

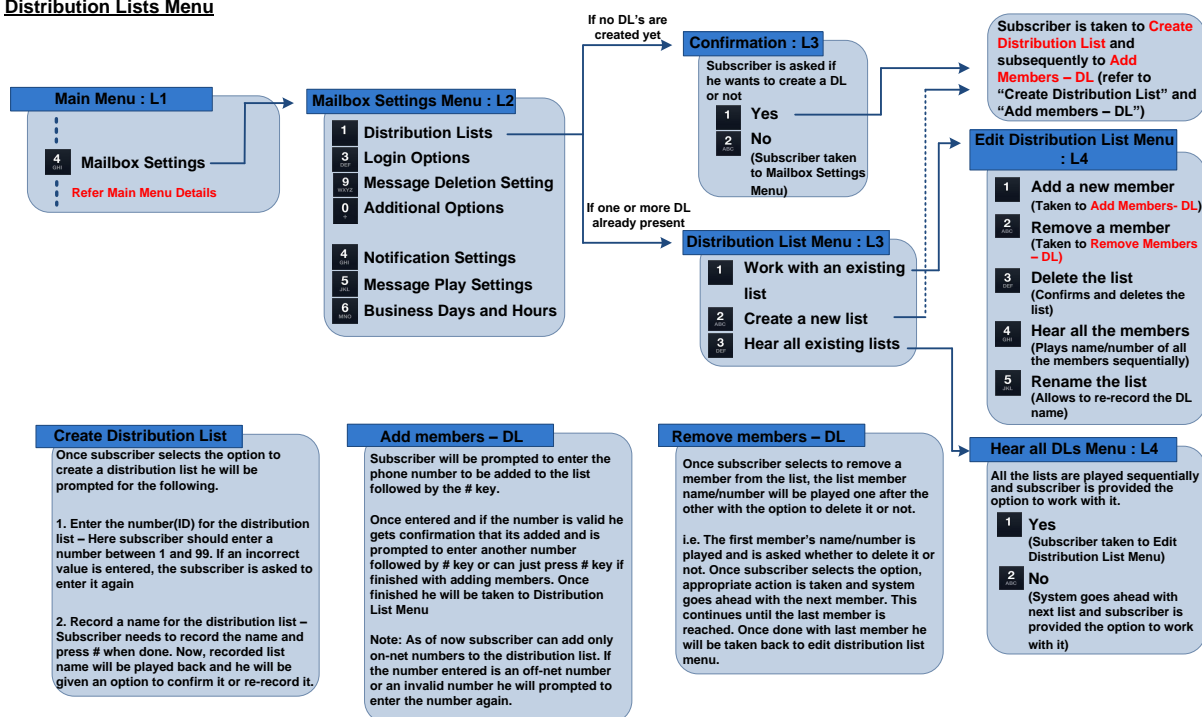
Distribution lists enable you to create groups of phone numbers that are frequently used for sending messages or faxes. This saves time entering the phone numbers of each individual every time you need to send a message or fax to members of a group.

There are two categories of distribution lists: Basic and Deluxe. The Basic option allows you to create up to 20 unique distribution lists. The Deluxe option allows you to create up to 50 unique lists. A Basic list can support up to 15 phone numbers and a Deluxe list can support up to 50 phone numbers.

Press **Option 4** and **Option 1** on the **Main Menu** to access the Distribution List Menu. This menu provides the option to create, modify and delete Distribution Lists.

Figure 14. Distribution List Menu

Distribution Lists Menu



Message Deletion Settings, Message Inventory and Play Order Menu

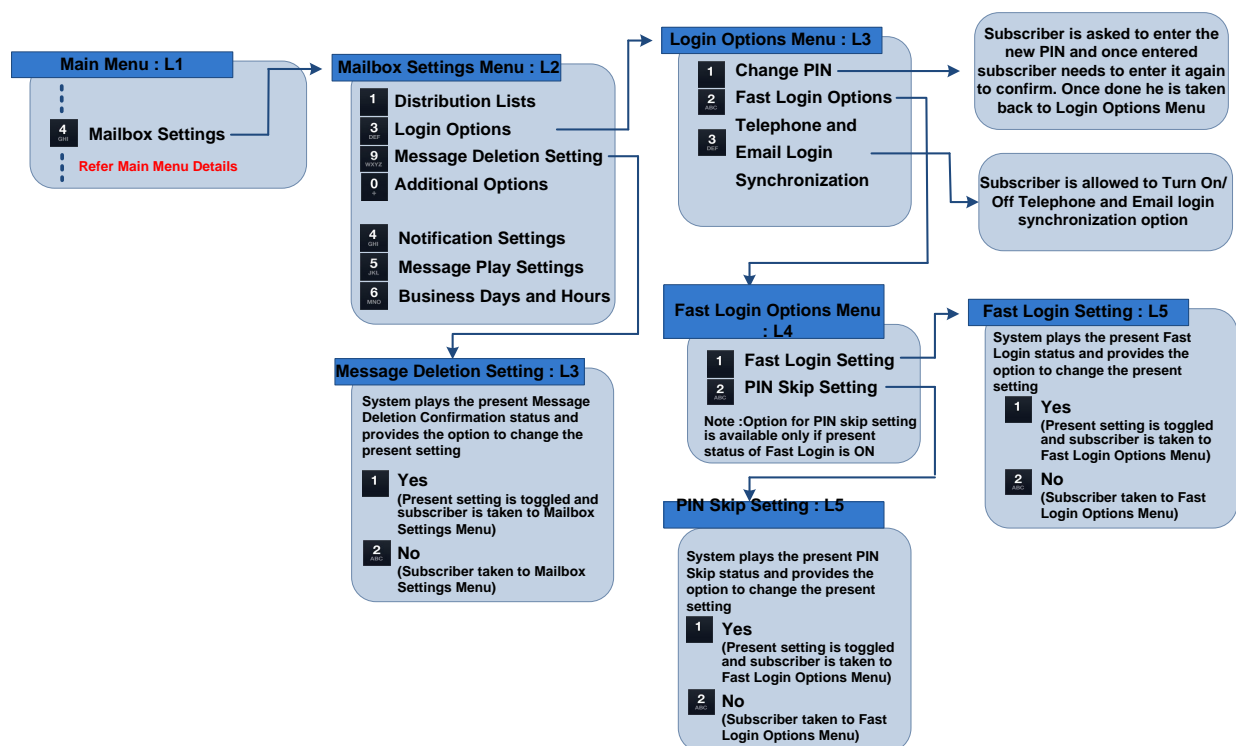
Message Deletion Settings

The **Message Deletion** menu provides the option to activate or deactivate the Message Deletion Confirmation. When Message Deletion Confirmation is ON, you must confirm that you want to delete the message you heard. When Message Deletion Confirmation is OFF, you cannot delete the message. It is deleted as soon as you enter the command.

You can access the Message Deletion settings by pressing **Option 4** and **Option 9** on the **Main Menu**.

Figure 15. Login Options and Message Deletion Menu

Login Options and Message Deletion Menu



Message Inventory and Play Order Settings

Message Inventory settings allow you to customize the way you hear messages for Multi-Line numbers. You can opt to listen to messages for the Multi-Line number when you log in to that number. By default, all messages play when you log in from any of the Multi-Line numbers.

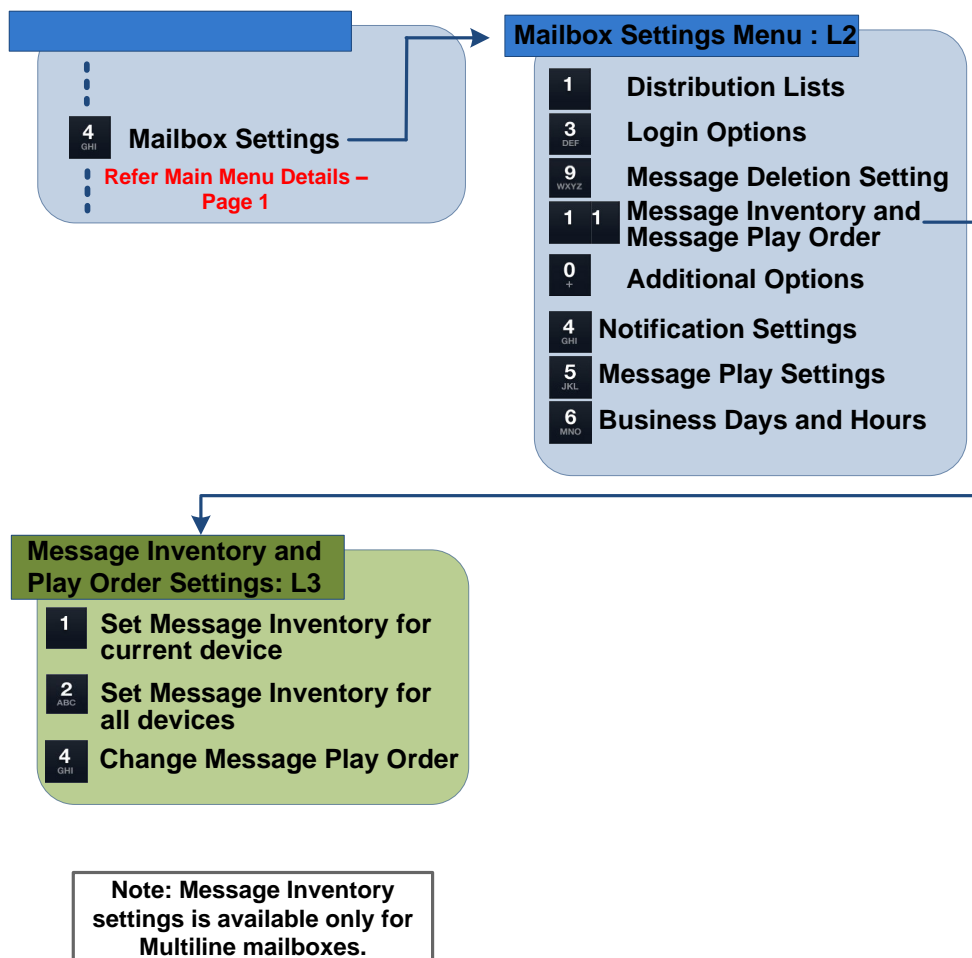
(**Note:** Message inventory is available only when the Multi-Line feature is enabled.)

The **Message Play Order** setting allows you to select how the messages play when you log in to your mailbox. The default value for the messages to be played is **First in First out (FIFO)**. In this scenario, the message that is received first plays first. You can set it to **Last in First out (LIFO)** so that the newest message received plays first.

You can access the **Message Inventory and Play Order Menu** when you press **Option 4** and **Option 11** on the **Mailbox Settings Menu**.

The **Message Inventory and Play Order** menu provides the following options:

- Press **Option 1** to **Set Message Inventory** for the current line. This option enables you to hear messages that have been sent to the number from which the mailbox is accessed.
- Press **Option 2** to **Set Message Inventory** for all lines. This option enables you to hear all of the messages that have been sent to your mailbox.
- Press **Option 4** to change the **Play Order**. This option provides additional choices. They are:
 - Press **Option 2** to Change Message Play Order
 - Press **Option *2** to leave the Message Play Order “as is”

Figure 16. Message Inventory Menu

Notification Settings

The **Notification Settings Menu** enables you to set up types of notifications, such as **Outdial Preferences**, **Change Outdial Notification Number**, **Pager Notification Number Settings** and **Notification Schedules** that you want for specific devices.

You can access **Notification Settings** when you press **Option 4** on the **Main Menu** followed by **Option 4**. You can configure notification settings for the following types of devices:

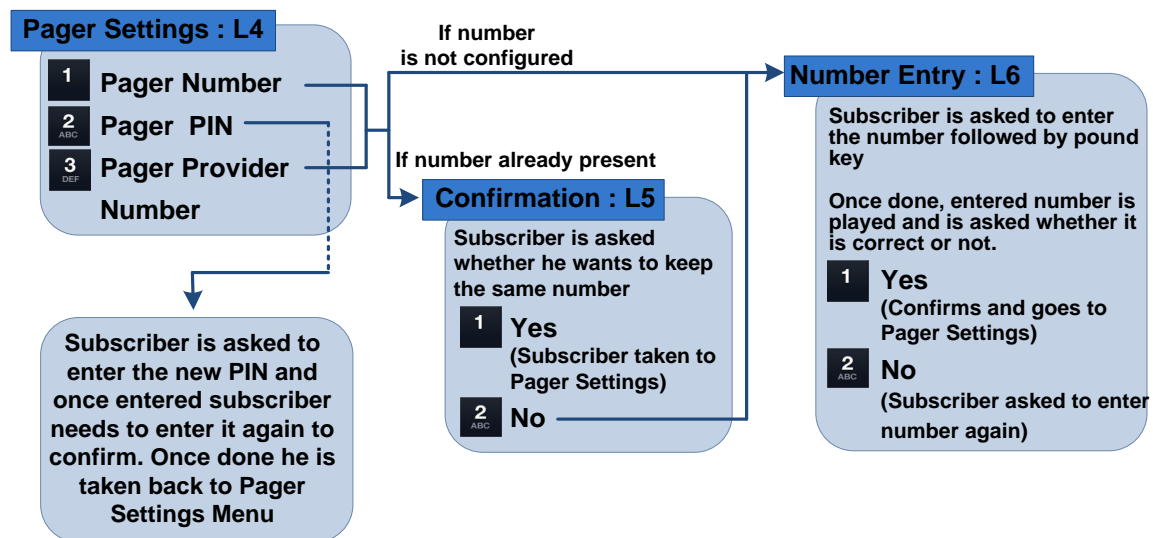
Pager Notification

Pager Notification number settings allows you to add details for the device, such as the pager number, pager PIN and Pager provider number. This enables you to receive pager notification when you receive a voice mail.

You can access **Pager notification number settings** when you press **Option 3** on the **Notification Settings Menu**. When you do, you can select from the following sub menu options:

- Press **Option 1** to set the Pager Number: You can enter the pager number of where you want the notification to be sent.
- Press **Option 2** to set the PIN.
- Press **Option 3** to enter the pager provider number.

Figure 17. **Pager Settings Menu**

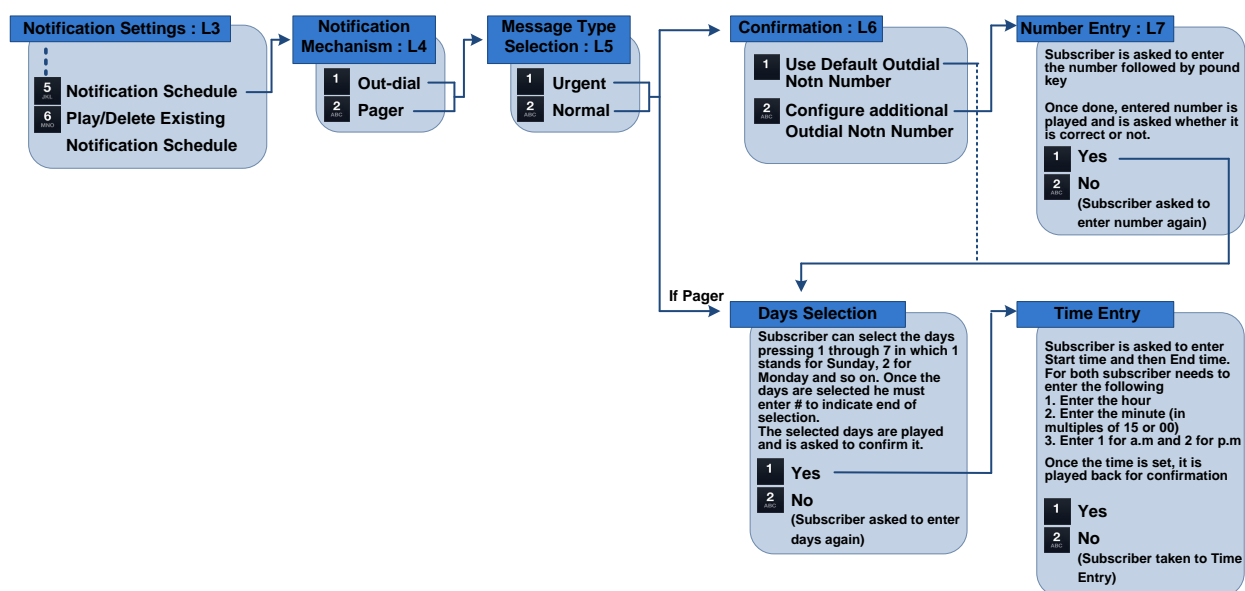


Pager Notification Schedule

The Notification Schedule allows you to enter the days and time for when you want to receive pager notifications. You can customize the schedules for Urgent or Normal voice mail messages.

You can access the Pager Notification schedule when you press **Option 5** on the Notification Settings Menu followed by **Option 2** for Pager Notification. When you select the Pager Notification Schedule and choose either **Scheduled** for **Normal** or **Urgent** messages, you can choose the days and time of when you want to receive the notification and complete the Pager Notification Schedule configuration.

Figure 18. Notification Settings Menu



Enable Pager Notification

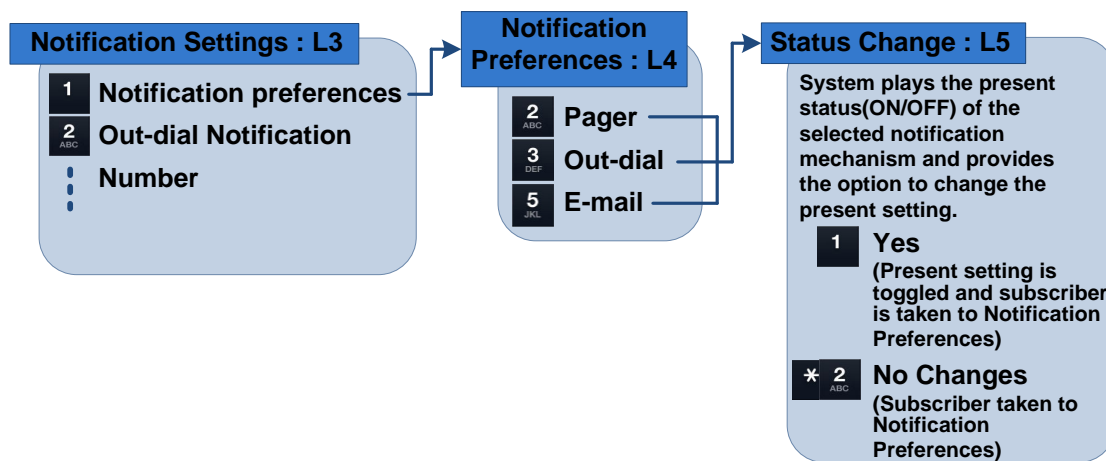
Once the Notification Schedule is set, you can enable the **Pager Notification** from the **Notification Preferences Menu**.

You can access the Pager Notification preferences when you press **Option 2** on the Notification Preferences Menu to turn the feature on. By default, it is turned off. When you turn it on, you will receive notification of a voice mail on the pager.



Note: A maximum of three (3) pager notifications are sent.

Figure 19. Notification Settings



Outdial Notification

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 on outdial capabilities for your Cox Voice Mail services.

Outdial Notification Number Settings

The Outdial Notification Number Menu gives you the option to add Outdial number details. Press **Option 2** on the Notification Settings Menu to access the **Outdial Notification Number Menu**. Enter the 10-digit outdial number to **add an Outdial Notification Number**.

To edit an Outdial Notification Number, press **Option 2** and you are informed that an outdial number exists: Press **Option 2** again to modify the number and enter the new 10-digit number.

Outdial Notification Schedule

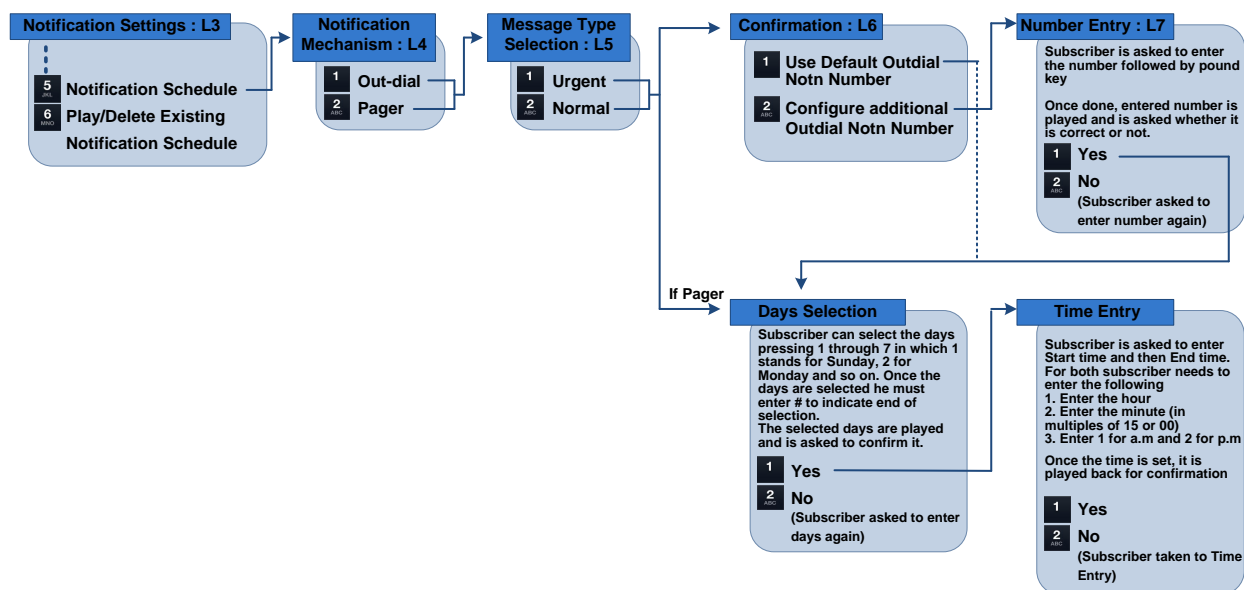
You can access the **Outdial Notification Schedule** when you press **Option 5** on the Notification Settings Menu followed by **Option 1** for Outdial Notification. When you select the

Outdial Notification Schedule (for Normal or Urgent messages), the following options are presented:

- Press **Option 1** to use the default outdial number
- Press **Option 2** to configure an additional outdial number

Once you configure the outdial number, enter the days and time of when you want to receive the notification.

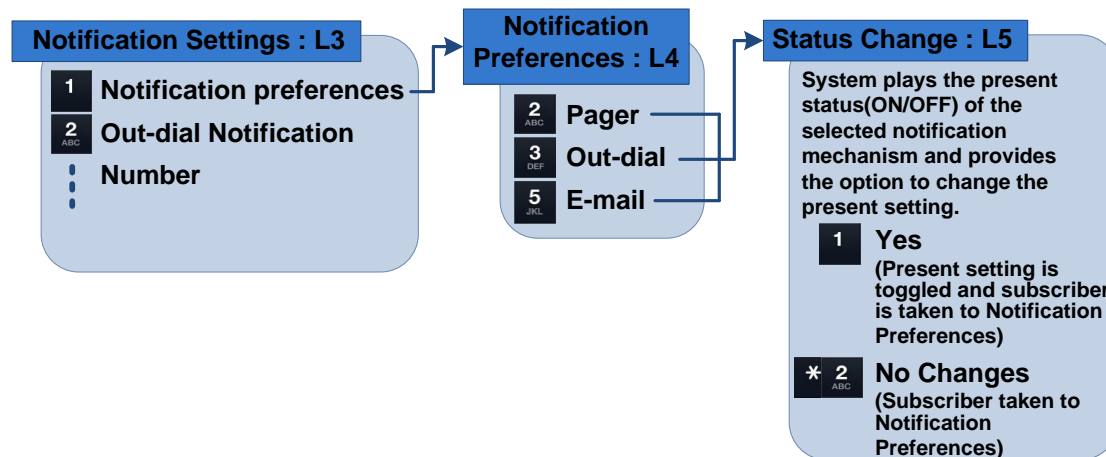
Figure 20. Notification Settings (cont.)



Enable Outdial Notification

You can access Outdial Notification preferences to enable Outdial Notification when you press **Option 3** on the Notification Preferences Menu. When this feature is enabled, you will receive a notification call on the configured Outdial number when you get a voice mail.

Figure 21. Notifications Settings (cont.)



Email Notification

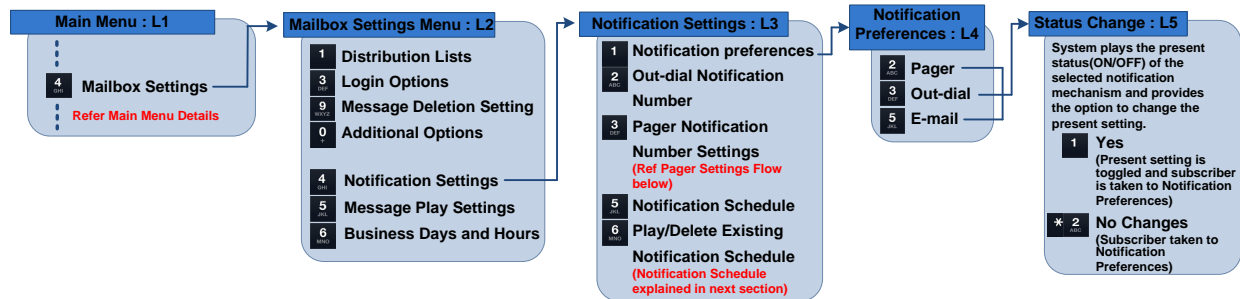
With Cox Business Unified Messaging, you can have your Voice Mail messages forwarded to your email address. The Voice Mail message will be converted into a wav file which will be accessible in your email. When it appears in your email, you can listen to it, save it, file it, forward it, or delete it as you would any other email message.

If you do not use our Unified Communications service and opt for our Basic Voice Mail service, you can still be notified when you receive a Voice Mail. This level of notification can be initiated from the Cox Business VoiceManager portal or through the Voice Mail service. The latter interaction will be explained here.

Email notification can be turned ON only after an email address has been added by our customer service team. You can add the email address via Visual Voice Mail User interface or by calling Cox Customer Care. Once the email address is set, you can enable/disable email notification by pressing **Option 5** on the Notification Preferences Menu.

When you enable this feature, an email is sent to the address you provided to inform you of a new Voice Mail. Call your voice mailbox to listen to the message.

Figure 22. Mailbox Settings



Play/Delete Existing Notification Schedule

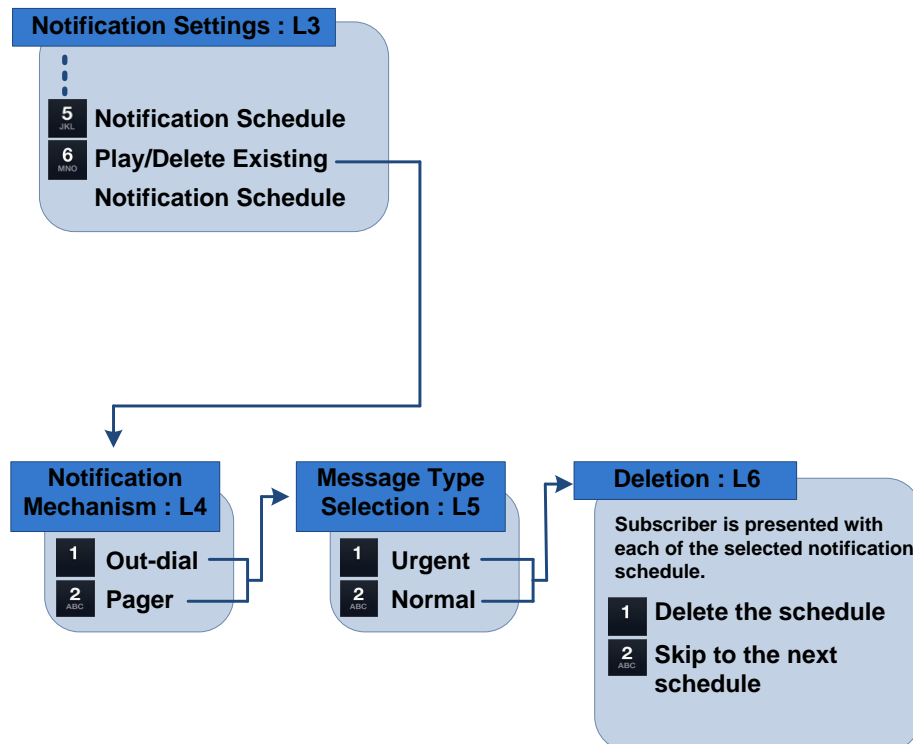
You can access the Play/Delete Existing Notification Schedule when you press **Option 6** on the Notifications Settings Menu. This enables you to listen to the current notification schedule and change it to another schedule.

Press **Option 6** on the Notification Settings menu to hear the following options:

- Press **Option 1** for Outdial
- Press **Option 2** for Pager

After you've selected either option, you can define whether or not the message is urgent or routine. One (1) is for Urgent; Two (2) is for Normal.

Figure 23. Notification Settings (cont.)



Message Play Settings

This option enables you to customize how the Voice Mail messages play when you log into the system. It also allows you to select the Header Only, Body Only, and Header and Body options for a message playback.

You can also customize how Urgent messages “play” whether upfront or along with the other messages. The default setting places “Urgent” messages at the top of the message waiting queue.

Press **Option 5** to access the **Message Play Settings** menu on the Mailbox Settings Menu. Select **Option 1** for Urgent Message Play settings, **Option 2** for Automatic Message Play settings, and **Option 3** for Voice Message Play settings.

When you press **Option 1**, you can listen to Urgent messages first or in the order in which they were received in the queue. The default setting is *Urgent messages are played first*.

When you press **Option 2**, you can toggle and listen to auto messages or “regular” messages (based on your preference) after you log in to the mailbox. *By default this is disabled*.

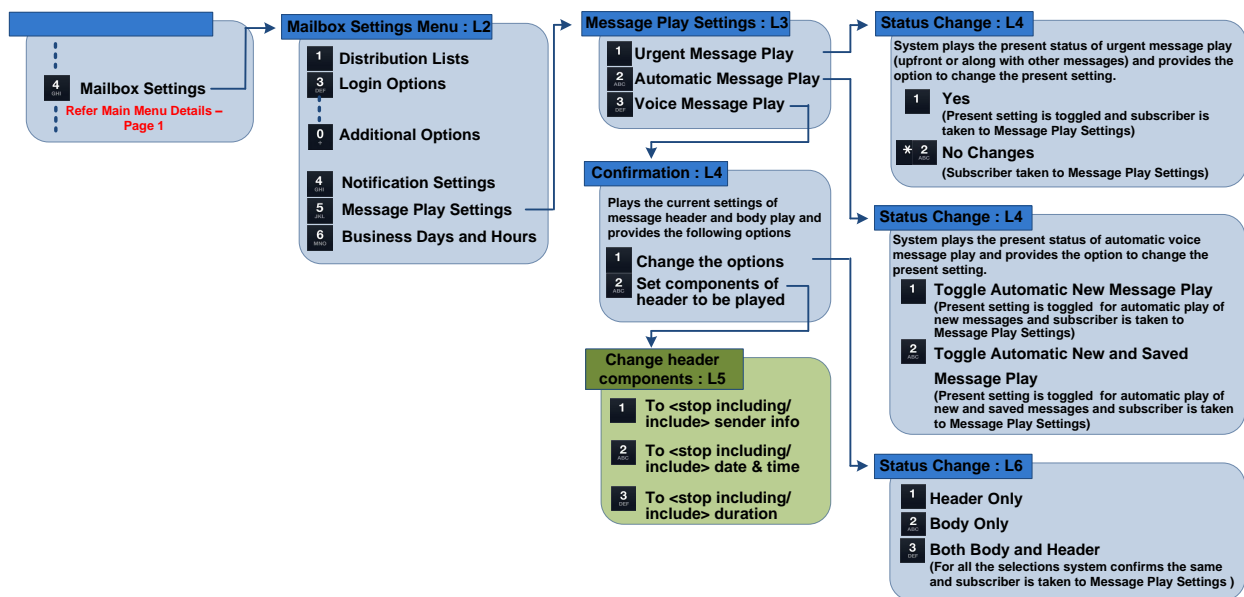
When you press **Option 3**, you can change the Voice Message Play settings.

- Press **Option 1** to change the options
- Press **Option 2** to play the header

If you choose **Option 1**, you are informed of the default value and are asked to select between **Option 1 (Header Only)** which contains details about the message, such as sender, time, date, etc.). **Option 2 (Body Only)** contains the main message content, and **Option 3** contains the **Header and Body**.

If you select **Option 2**, the header plays and additional options are presented. The **Header** contains the sender information, date and time, and duration.

- Press **Option 1** to exclude the sender information.
- Press **Option 2** to exclude the date and time.
- Press **Option 3** to exclude the duration information.

Figure 24. Figure 24

Business Days and Hours Menu

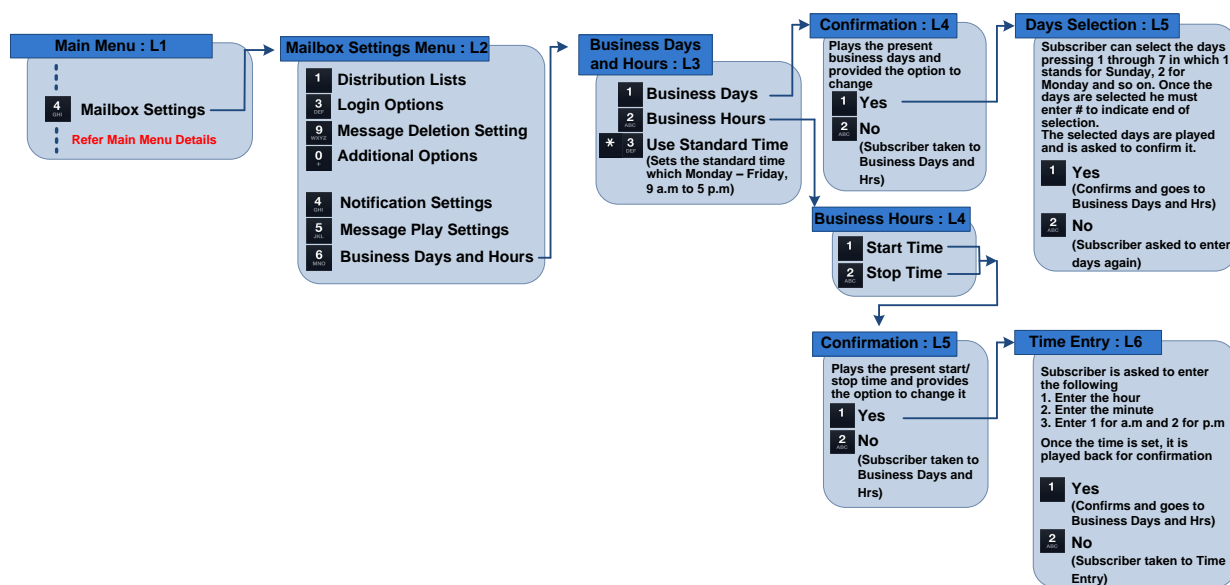
The Business days and Hours Menu provides the option to align messages with your normal hours of operations. If you decide to activate the “Out of Office” greeting, it plays during non-business hours. During normal business hours, other greetings (All Calls Greetings, No Answer Calls Greetings or Busy Calls Greetings) play based on your preferences.

You can access the **Business Days and Hours Menu** when you press **Option 6** on the Mailbox Settings Menu.

- Select Option 1 for Business Days
- Select Option 2 for Business Hours
- Selection Option *3 for Standard Time

Figure 25. Business Days and Hours Menu

Business Days and Hours Menu



Attendant Call Coverage

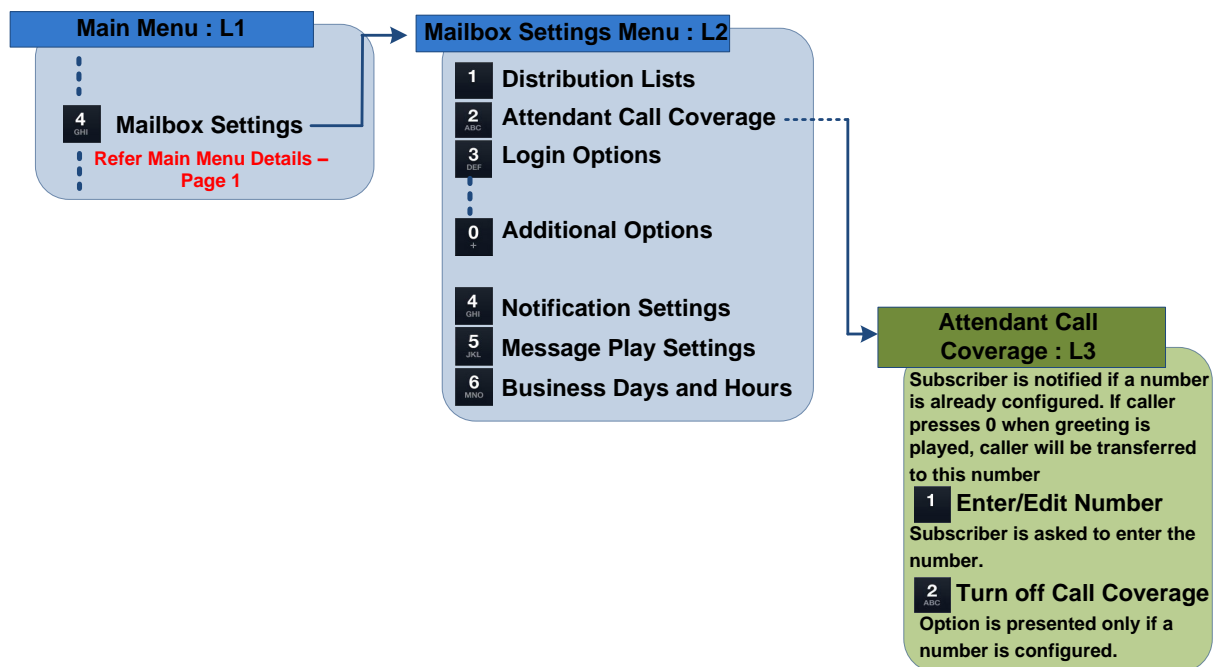
The “Attendant Call” coverage or “Operator Revert” menu provides the option to configure a phone number as an Auto Attendant number. When this feature is set, the caller can press **Option 0** and transfer to the Auto Attendant if the call goes to the recipient’s voice mail.

Press **Option 2** on the Mailbox Settings Menu to access the Attendant Call coverage menu. By default, Auto Attendant call coverage is disabled.

If you enable the Auto Attendant coverage function, you may choose from the following options:

- Press **Option 1** to enter the attendant number’s phone number.
- Press **Option 2** to disable Auto Attendant coverage in the menu by the same name.

Figure 26. Attendant Call Coverage Menu



Incoming Calls Menu

The menu for Handling Incoming Malls enables you to set up more advanced Voice Mail features, including: Extension and Group Voice Mail, Automatic Message Forwarding, and Screen and Intercept.

A maximum of nine (9) **Secondary or Extension mailboxes** can be supported from a single primary business voice mailbox. However, **Extension** mailboxes have limited capacity and capabilities. A **Group** mailbox is accessible by any member of that group and can be linked with up to 99 phone numbers.

Automatic Message Forwarding allows you to set up one phone number (landline or cell phone) to which you can forward voice mail messages. When a message is transferred to your voice mail, the same message is forwarded to the number that is set up for automatic call forwarding. You can opt for **Silent/Announced Forwarding** and/or **Delayed Forwarding**.

The **Screen and Intercept** feature enables you to listen to a Voice Mail during the transfer process and answer the call while the caller is leaving the message.

Press **Option 6** on the Main Menu to access the Handling Incoming Calls menu. You may then choose from the following options:

- Press **Option 2** to access Group Mailbox settings
- Press **Option 4** to access Inbound Call settings
- Press **Option 5** to access Automatic Message forwarding settings
- Press **Option 6** to access the Enterprise Automated Attendant Setup
- Press **Option 44** to go to the Enterprise Auto-attendant prompts(if you have subscribed to the enterprise auto-attendant service)
- Press **Option 7** to setup Screen and intercepts

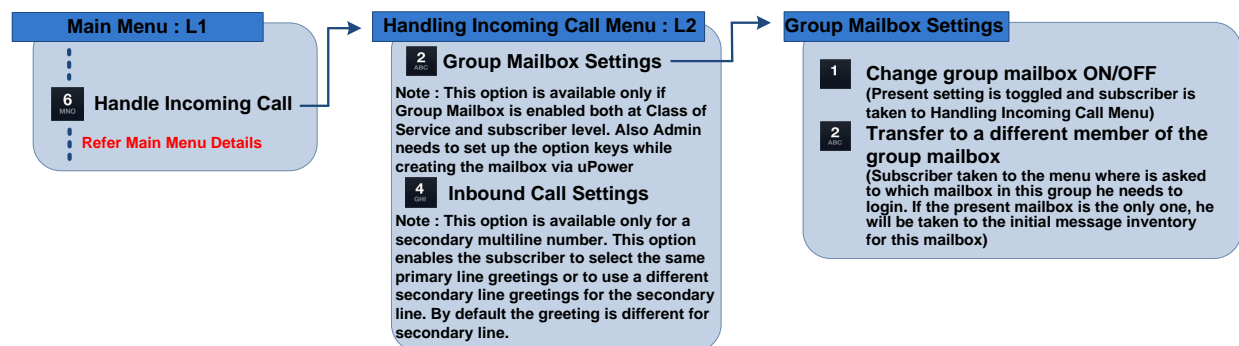
Group Mailbox Settings

The **Group Mailbox** setting is available only when the Group Mailbox feature has been turned ON by the Cox Administrator. You can use this feature to toggle the Group Mailbox feature ON or OFF.

Use the following step to initiate a Group Mailbox.

1. Call COX Customer Care to request that they enable the Group Mailbox feature.
2. From your voice mailbox, press **Option 6** on the Main Menu followed by **Option 2** to access the Group Mailbox Menu.
Result: The system announces the active Group Mailbox setting and provides the option to make changes.
3. Log into your secondary Group Mailbox. (**Note:** The mailbox has to be initiated in the same way as the primary mailbox). See *Mailbox Setup* on page 9.

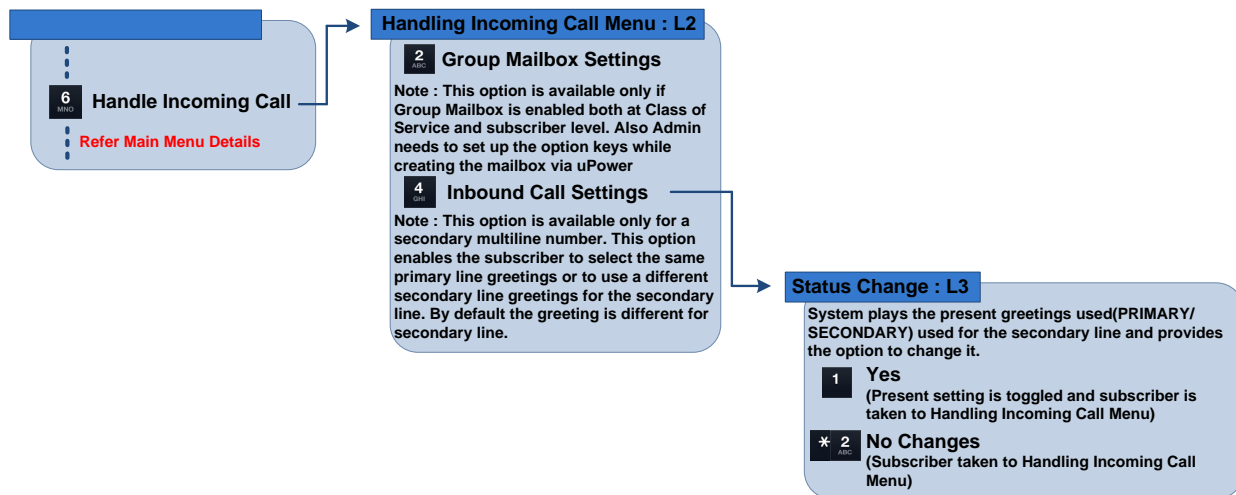
Figure 27. Group Mailbox Settings Menu



Inbound Call Setting

The **Inbound Call Setting** (for secondary Group number) is available only for a secondary Group number of a subscriber. This option enables you to select the same primary line greetings or to use a different greeting for the secondary line. By default, the greeting is different for a secondary line.

Figure 28. Inbound Call Setting Menu



Automatic Message Forwarding Settings

Automatic Message Forwarding enables you to use Announced, Silent, and Delayed Forwarding for messages that reach your Voice Mail. By default, all of these options are disabled.

If the **Announced Forwarding** feature is enabled, callers are informed that you have enabled Message Forwarding to another number before the message is sent to the forwarded number.

If the **Silent Forwarding** feature is enabled, a caller's voice mail is automatically forwarded without informing the caller.

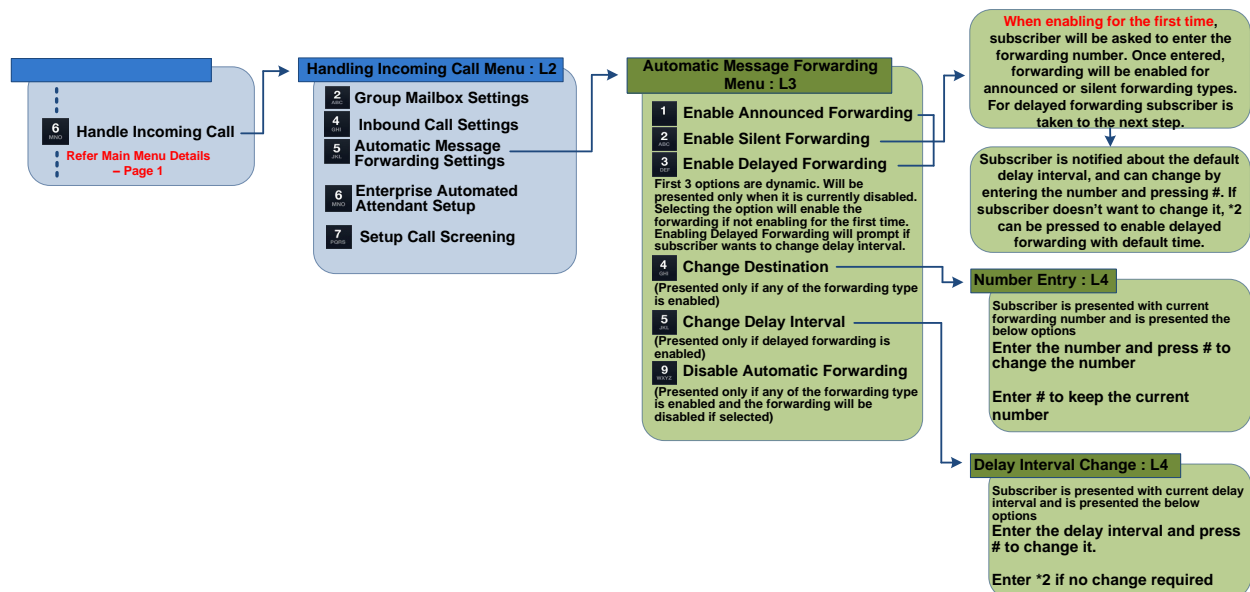
If **Delayed Forwarding** is enabled, you can specify the time after which messages will be forwarded from your regular voice mailbox to the forwarded number. The message will be forwarded if the message is not retrieved within the specified time.

Use the following steps to access the Automatic Message Forwarding option.

1. Press **Option 6** on the Main Menu followed by **Option 5** on the Handle Incoming Calls Menu.
2. Press **Option 1** to activate Announced Forwarding. (**Note:** If you select this option, you are prompted to enter the 10-digit "Forward To" number. Now, when a caller reaches your mailbox, they are informed that their message will be forwarded to a different number.)

3. Press **Option 2** to activate Silent Forwarding. (**Note:** If you select this option, you will be prompted to enter the 10-digit “Forward To” number. When a caller reaches your mailbox, their message will be immediately forwarded to the different number without their knowledge.)
4. Press **Option 3** to activate Delayed Forwarding. (**Note:** If you this option, you are prompted to enter the 10-digit “Forward To” number. You will then be prompted to accept the default delay (1 hour) or change the delay interval.)
5. Press **Option 4** to change the Forward To destination.
6. Press **Option 5** to change the Delay interval.
7. Press **Option 9** to disable the Automatic Forwarding function.

Figure 29. Automatic Message Forwarding Menu



Basic Automated Attendant

Basic Auto Attendant provides you with multiple menus to route inbound calls any time.

VoiceManager customers can configure one or more Auto Attendants for their inbound calls. These Auto Attendants can be set up through MyAccount, or by contacting a Cox representative.

In addition, customers can record and upload custom audio greetings to personalize the Auto Attendant feature.

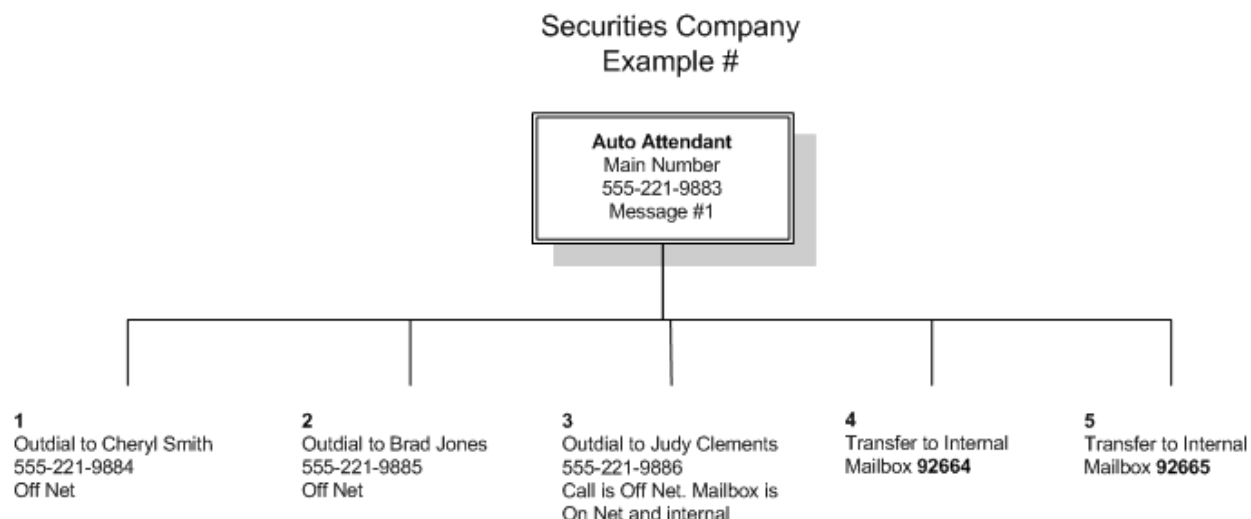
Table 3. Considerations for Basic Auto Attendant versus Enterprise Auto Attendant:

Auto Attendant Feature	Basic Auto Attendant	Enterprise Auto Attendant
Dial by Name or Extension	Yes	Yes
Menu Tree ≤9 Items	Yes	
Menu Tree >9 Items		Yes
Upload Custom Greeting In MyAccount	Yes	
Non-VoiceManager or non-IP Centrex Customers		Yes
Route Calls to Individual Phone Numbers	Yes	
Route Calls to Recordings		Yes

Enterprise Automated Attendant

Enterprise Automated Attendant (EAA) allows you to create multiple designs and associate media to a basic mailbox. Each design contains multiple levels of menus, the ability to play customized prompts, and activate functionality, such as time and date, standard, and personalized media playback. The EAA feature is implemented as a Service Call flow.

Figure 30. Enterprise Auto Attendant Example



Use the following steps to access the EAA Set Up.

1. Press **Option 4** on the Main Menu followed by **Option 6**. From here, you can press **Option 1** to enable or disable the EAA service.

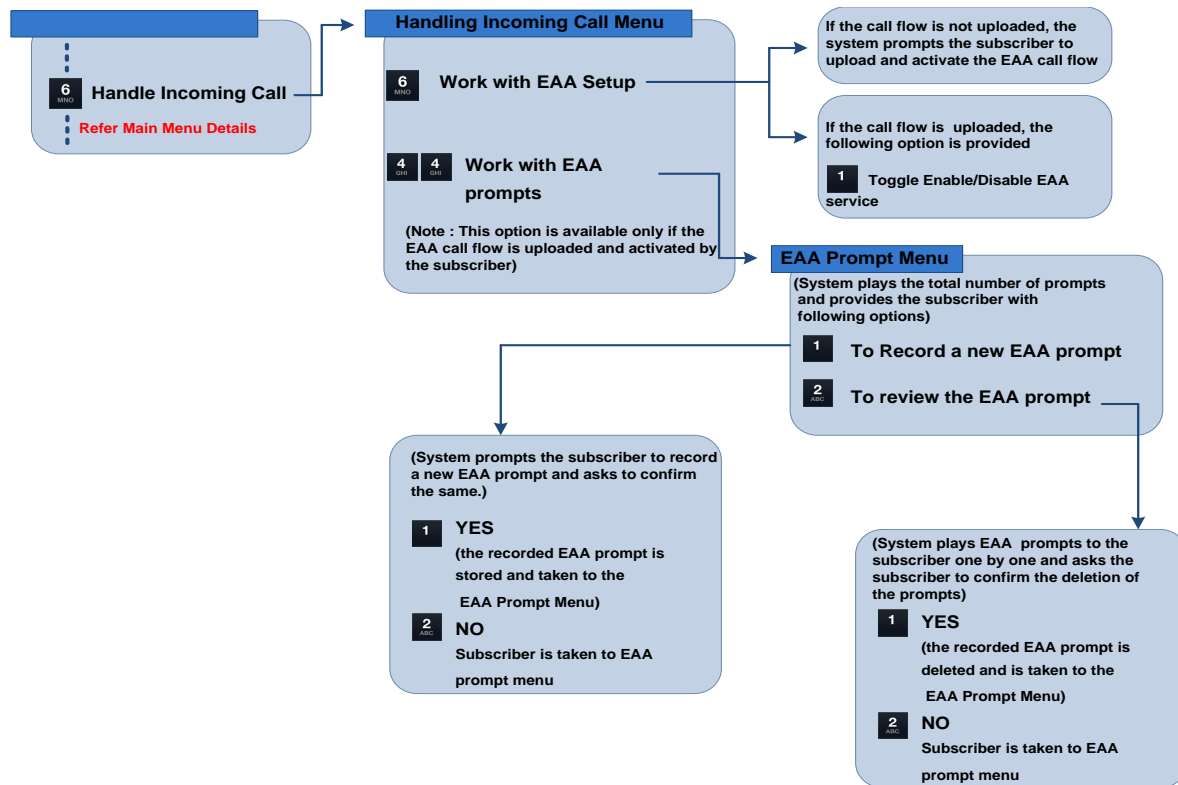


Note: If a call flow is not uploaded and you attempt to enable the EAA service, you will be prompted to upload and activate the call flows.

2. Press **Option 4** on the Main Menu followed by **Option 44** to access the Work with EAA Prompts Menu. (**Note:** This option is only presented if the EAA call flow is uploaded and activated.)

Result: You can choose to Record a New EAA prompt and Review/Delete EAA Prompts.

Figure 31. Enterprise Automated Attendant Menu



Set Up Screen and Intercept

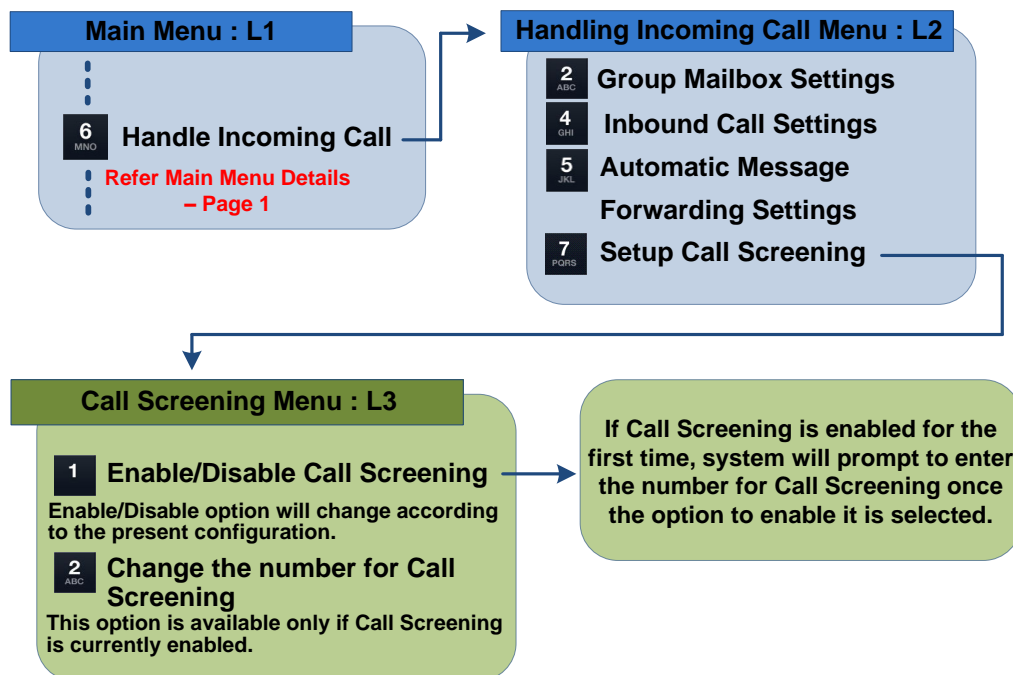
Screen and Intercept is a feature that enables you to listen to a Voice Mail while it is being recorded and connect to the caller if necessary. By default, this option is disabled.

Press **Option 7** on the Handle Incoming Calls Menu to access the Screen and Intercept feature.

- Press **Option 1** to enable or disable the feature
- Press **Option 2** to change the number for Screen and Intercept feature. (**Note:** This option is available only when the feature is enabled.)

When you initially enable the Screen and Intercept feature, you are prompted to enter the 10-digit phone number to which the voice mail box will be forwarded to while the message is being recorded. The caller will not be informed about this feature.

Figure 32. Setup Screen and Intercept



Outgoing Messages Menu

The Outgoing Messages Menu allows you to schedule reminders for when you want to send voice mail, work with existing voice mail reminders that you have scheduled, and review voice mail messages that are scheduled for future delivery.

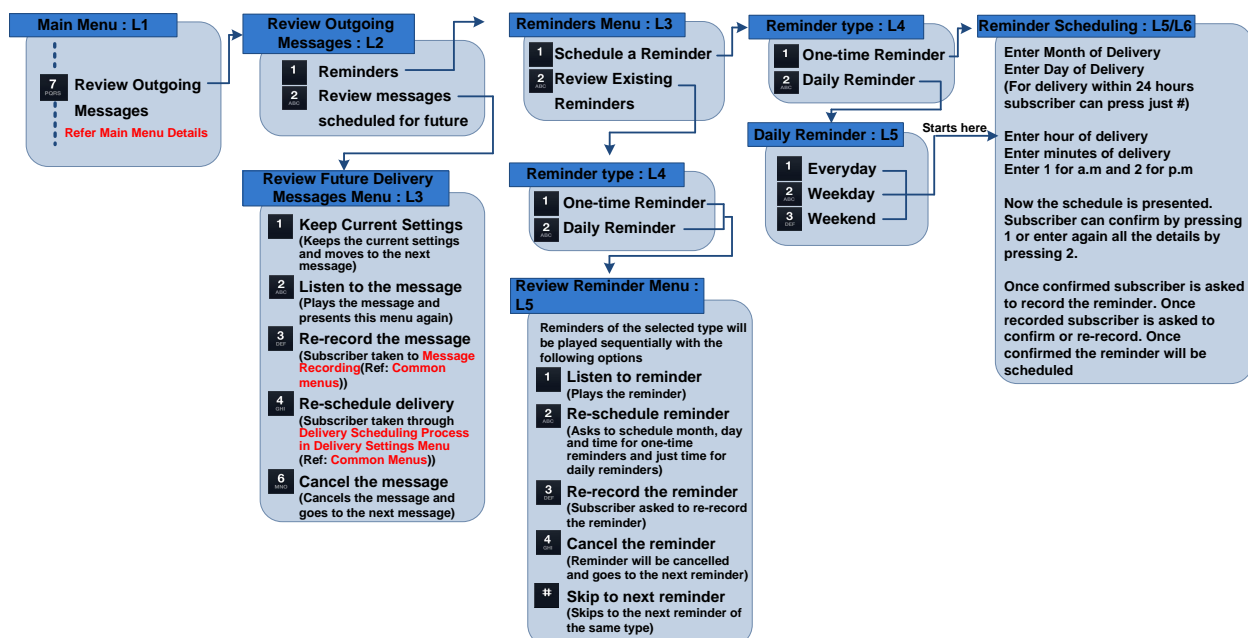
Press **Option 7** on the Main Menu to access the Outgoing Messages Menu.

You now have the option to:

- Press **Option 1** for the Reminders Menu. Press **Option 1** to Schedule a Reminder or **Option 2** to review existing reminders.
- If you press **Option 1** to Schedule a Reminder, you can create a one-time reminder by pressing **Option 1** (again) or you can create daily reminders by pressing **Option 2**. You are then prompted to select the day(s) and time of day that the message will play and record the reminder message.
- Press **Option 2** to review messages scheduled for future delivery.
- If you access the **Review Existing Reminders Menu**, you can review, re-record, re-schedule, or delete the **existing reminders**.
- If you access the **Review Messages Scheduled for Future Delivery Menu**, you can listen to, re-record, re-schedule or cancel the message **scheduled for future delivery**.

Figure 33. Outgoing Messages Menu

Review Outgoing Messages Menu



Appendix

Voice Mail Access Numbers

To access your voice mail service, call the Cox Voice Mailbox Access number for your area listed below.

Arkansas		Louisiana (Continued)	
Bentonville	479-657-6245	Baldwin	337-578-6065
Eureka Springs	479-363-6245	Baton Rouge	225-223-6800
Fayetteville	479-445-6245	Breaux Bridge	337-442-6065
Ft. Smith	479-434-6245	Crowley	337-250-4065
Gravette	479-344-6245	Delcambre	337-490-6065
Rogers	479-899-6245	Kaplan	337-285-6065
Springdale	479-419-5245	Lafayette	337-412-6065
Van Buren	479-262-6245	Morgan City	985-221-6065
Arizona		New Iberia	337-256-5065
Phoenix from area code 623:	322-6245	New Orleans	504-304-6245
from area code 602:	795-6245	Rayne	337-393-2065
from area code 480:	699-6245	Saint Martinville	337-342-2065
Tucson		Ohio	
California		Cleveland	216-712-6245
Orange County	949-388-6245	Oklahoma	
Santa Barbara	805-845-6245	Oklahoma City	405-600-6245
San Diego from area code 619:	334-6245	Broken Arrow	918-806-6065
San Diego from area code 760:	444-6245	Coweta	918-279-6065
San Diego from area code 858:	345-6245	Tulsa	918-728-6245

Appendix

Connecticut		Nebraska	
from area code 203	439-6245	Omaha	402-932-6245
from area code 860:	436-6245	Nevada	
Florida		Las Vegas	702-445-MAIL (6245)
Ft. Walton Beach	850-226-6065	Rhode Island	
Gainesville	352-505-6065	Rhode Island	401-270-6245
Ocala	352-390-6265	Virginia	
Pensacola	850-791-6065	Hampton Roads	757-369-6245 or 757-321-6245
Georgia		Chesapeake	757-369-6245 or 757-321-6245
Macon	478-257-6065	Norfolk	757-369-6245 or 757-321-6245
Iowa		Portsmouth	757-369-6245 or 757-321-6245
Council Bluffs	402-934-6000	Virginia Beach	757-369-6245 or 757-321-6245
Idaho		Hampton	757-369-6245 or 757-321-6245
Sun Valley	208-928-6245	Newport News	757-369-6245 or 757-321-6245
Kansas		Williamsburg	757-369-6245 or 757-321-6245
Salina	785-404-6245	Middle Peninsula	757-969-6245
Topeka	785-215-6245	Roanoke	540-400-6457
Wichita	316-260-6245	Upper Peninsula (Hayes)	804-824-9245
Louisiana		Northern Virginia	703-992-6245
Abbeville	337-385-2065		