



Cox Business Voice Mail Admin Guide

Version 3.3

January, 2014

Introduction

Cox Business Voice Mail is the business-grade voice message service of Cox Business.® It's a feature-rich service that's 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 provides the complete subscriber experience for each feature. Various key presses and the corresponding action taken are covered in detail. This document also provides a description of how users interact with the system via the Voice Mail Telephone User Interface (TUI).

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

Table 1: Cox Business Voice Mail Standard Features and Settings

Category	Feature / Capability	Description	Values	Subscriber Editable
Mailbox Types	Basic Mailbox	This mailbox is provided to individuals and is not accessible by any other person. This is the most versatile and widely used mailbox.		Yes
	Group Mailbox	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. A group mailbox can have more than one telephone number associated with it (Multi-Line) and anyone in the group can retrieve messages from it.		
	Extension Mailbox	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. Group mailbox capability enables the subscriber to have multiple business lines point to a single Voice Mail box.	"Recorded Name" is limited to 8 seconds. End of message warning is played before 15 seconds 99 total lines	

Category	Feature / Capability	Description	Values	Subscriber Editable
		Additional charges will apply for each additional line that is associated with the mailbox. Subscribers can have up to 16 phone numbers associated with a single line. Up to 99 secondary phone lines for each primary line.		
Basic mailbox Characteristics				
Key Mailbox Thresholds	Mailbox Size	Maximum amount of voice messages that can be deposited in a mailbox (measured in megabytes)	50 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	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

Category	Feature / Capability	Description	Values	Subscriber Editable
	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	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

Category	Feature / Capability	Description	Values	Subscriber Editable
Group Mailbox Characteristics				
	Inbound Calls Greeting	When a Group mailbox is enabled, this greeting serves as the primary greeting to the mailbox.	N/A	Yes
Playback Options	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 initiates 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	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	N/A	Yes

Category	Feature / Capability	Description	Values	Subscriber Editable
		number (where enabled).		
	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	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	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
	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 enabled or

Category	Feature / Capability	Description	Values	Subscriber Editable
				disabled)
	Scheduling	Notifications may be scheduled based on time of day and day of week.	N/A	Yes
Extension Mailbox	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	Group Mailbox	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. <ul style="list-style-type: none"> - Subscribers can have up to 16 phone numbers associated with a single line. - Up to 99 secondary phone lines for each primary line. 	99	No (Subscriber can call up Cox customer care to add a Multi-Line number)

Category	Feature / Capability	Description	Values	Subscriber Editable
	Administration	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.	N/A	Yes (Additional line greetings can be configured from TUI)
Reminder Service	Reminder Service	Reminder service allows you to set specific dates/times when the system will call a specified number. .	N/A	Yes Basic – 5 Deluxe = 10 Maximum Length = 3 mins Yes
	Scheduling	The subscriber may schedule a reminder based on day and time.	N/A	Yes
	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

Mailbox Setup

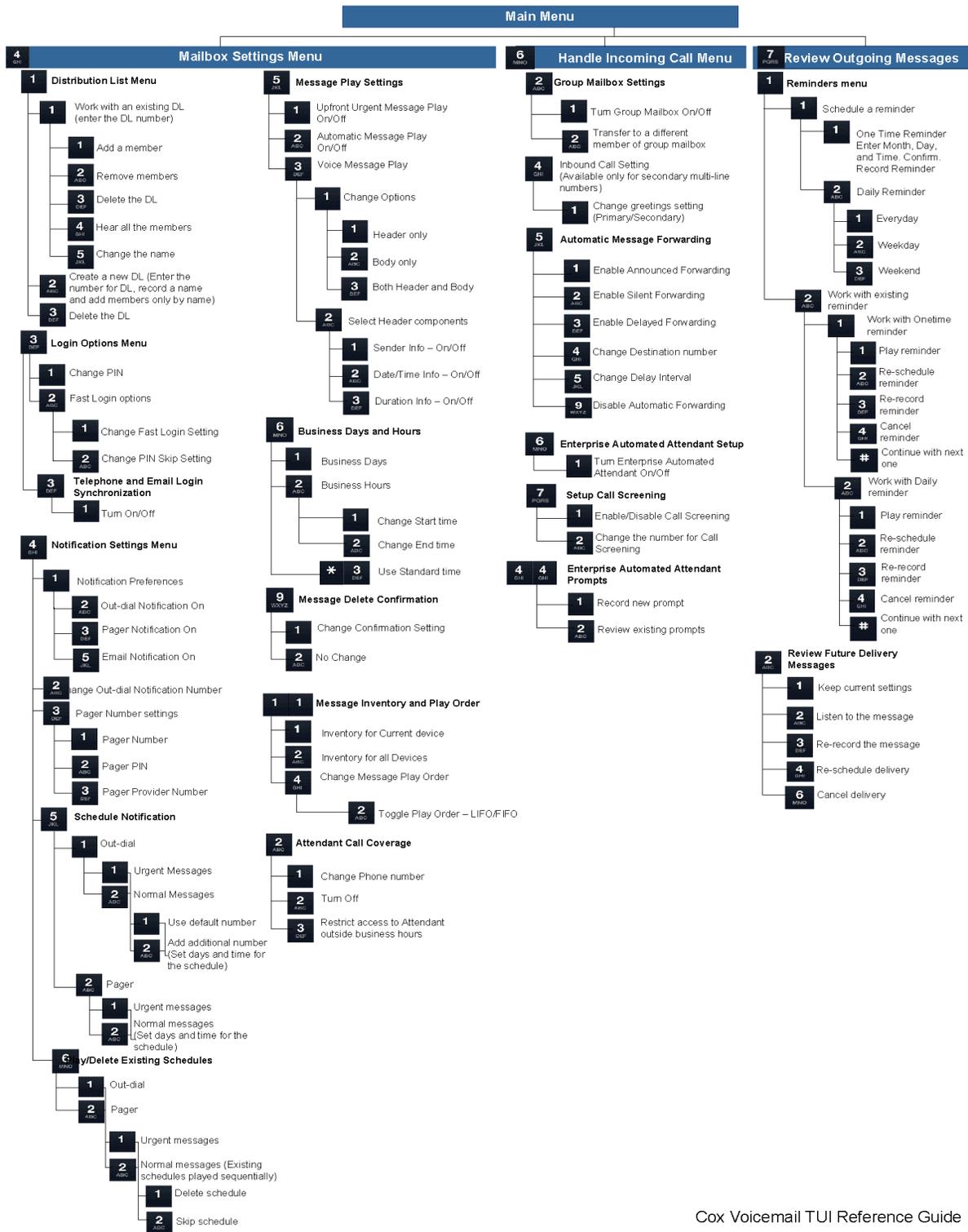
Once a mailbox is created for you, you can access your mailbox directly from your business telephone. Here's how.

1. Dial the Voice Mail access number or just dial your business number from your business telephone.
2. You will be asked to enter the PIN. The default PIN is "COXCOM" (269266).
3. You will then be asked to select the language you prefer by pressing **1** for English or **2** for Spanish
4. You will be asked to confirm the language selection.
5. You will hear a message that indicates your mailbox has not yet been initialized since the default PIN was used to get to this point. You will then be prompted to enter a new PIN.
6. You will then enter a new PIN followed by # sign and you will need to confirm it by entering again
7. You will then be prompted to record your name
8. You can then choose to accept the default system greeting for "All Calls" or you can 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 will be able to log into your mailbox. After you logon, you will be directed to the main menu.

Menu Map



Cox Voicemail TUI Reference Guide

The above diagram provides the details of the entire menu flow once you log into the Voice Mail system. Each of these flows will be described in detail in the subsequent sections of this document.

How to log into your Cox Business Voice mailbox

- 1. Dial *298 from your business telephone:** When you dial *298 from your own business number, you will be connected directly into your voice mailbox and will not be required to enter the Mailbox ID number. However, you will be asked to enter your PIN. Upon verification of the PIN, you will be logged into your mailbox.
- 2. Dial the Voice Mail access number (open tree number) from your own business telephone:** When dialed into the Voice Mail system from your own business number, you will only be prompted to enter your PIN. Upon verification of the PIN, you are automatically logged into your voice mailbox.
- 3. Dial your business number from any other phone:** If you dial your business number from any other phone and you let the call go to Voice Mail, if you press *5, you will be prompted to enter your mailbox ID and your mailbox PIN. Once the verification is complete, you are logged into your mailbox.
- 4. Dial the Voice Mail access number number:** When you are away from your business, you also have the option to dial the Cox Business Voice Mail access number which is provided in the appendix of this guide. After you dial the access number, you will be prompted to enter your Mailbox ID and the PIN. When the verification process completes, you are logged in to your mailbox.

Fast login and PIN skip settings

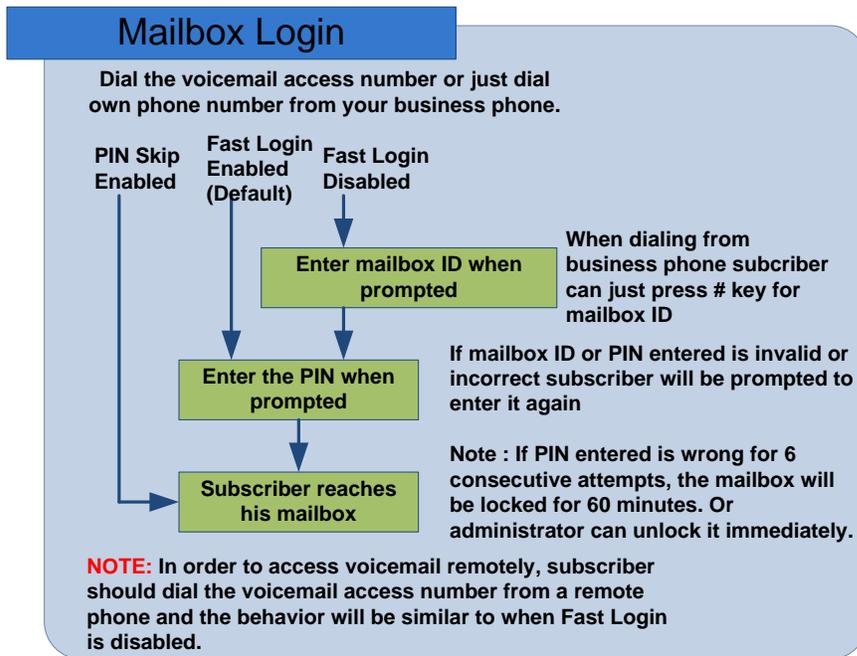
The fast login and PIN skip settings can be edited in the Login Options Menu. You can access Login Options menu by pressing  on the Main Menu followed by .

On the Login options menu, when you press  to Change the PIN, you are asked to enter the new PIN. Once entered, you are requested to enter it again to confirm. Upon confirmation, the Mailbox PIN is changed and you are taken back to Login Options Menu.

Fast login is enabled by default. Hence you need not enter the Mailbox ID when dialing in from the business telephone.

On the Login options menu, you can press  to work with the Fast login setup. You will be presented with the options for Fast Login setup () and PIN skip settings (). By default, Fast login is enabled on the Voice Mail system.

Figure 2



Disable Fast Login

Should you want to disable this feature, so that you need to enter the Mailbox number every time you log in to the mailbox, you have to disable the same in the Login Options.

1. Go to the Login Options Menu by pressing **4** on the Main Menu followed by **3** on the Mailbox Settings Menu.
2. Go to the Fast login options by pressing **2** on the Login Options Menu.
3. Navigate to the Fast login settings menu by pressing **1** on the Fast Login Options menu.
4. Press **1** to change the current Fast login setting. (By default Fast login is ON. By pressing **1**, it will disable fast login)
5. Disconnect and login to the mailbox after providing the Mailbox number and PIN.

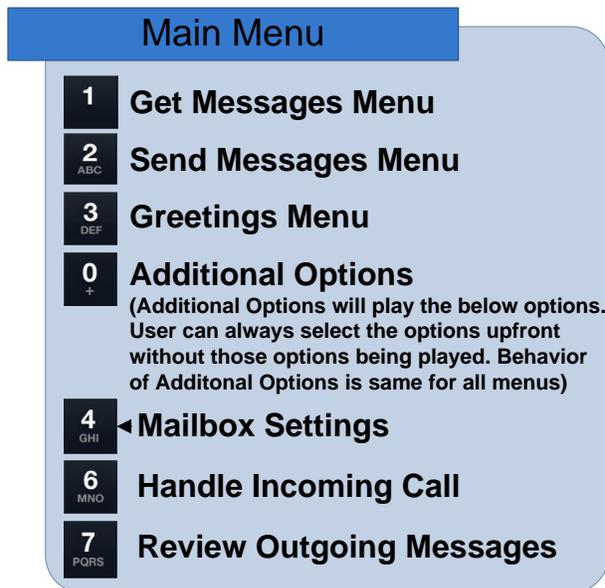
Enable PIN Skip

PIN skip enables you to log into your mailbox without having to enter the mailbox PIN when you log in from your business telephone. (Fast Login must be enabled to support the PIN skip function.)

1. Navigate to the Login Options Menu by pressing  on the Main Menu followed by  on the Mailbox Settings Menu.
2. Navigate to the Fast login options by pressing  on the Login Options Menu.
3. Navigate to the PIN skip settings menu by pressing  on the Fast Login Options menu.
4. Press  to change the current PIN skip setting. (By default, PIN skip is OFF. By pressing  it will enable PIN skip)
5. Disconnect and login to the mailbox. The subscriber will not be required to enter the mailbox PIN.

Main Menu

Figure 3



The Main Menu is the first menu presented upon successfully logging into your Voice Mail service. It provides a summary of the messages present 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.

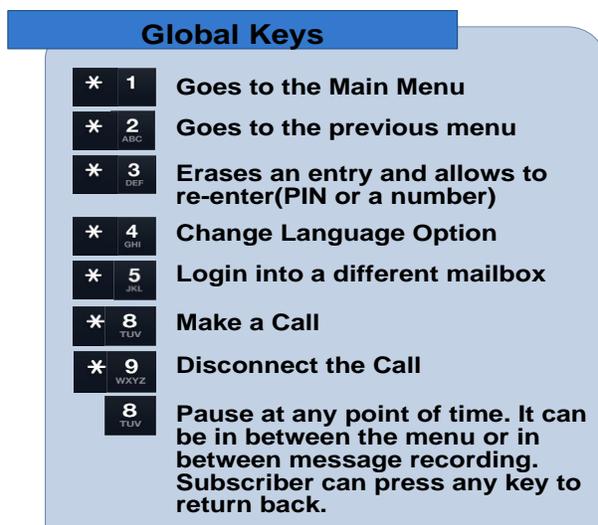
1. **Get messages** – Provides access to the voice mails in your mailbox. You can listen, reply, delete, or save these messages.
2. **Compose a new message** – You can compose a new message, add recipients to it, and send the message. If you so choose, you can also change the priority and the confidentiality settings, and schedule the message for future delivery.
3. **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.
4. **Modify the mailbox settings** – There are various optional settings, e.g., xxx, yyy, that you can activate within your Voice Mail service.
5. **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.

The options described above, along with the key presses, are described in the diagram above. All the options associated with your mailbox have been captured in detail in subsequent sections.

Global Keys

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

Figure 4



Get Messages Menu

The Get Messages Menu is accessed by pressing **1** on the Main Menu. This sub-menu provides the ability 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 to go to the previous message. All of these options can be selected while the message is being played but will interrupt the message-play function. Once a key press is selected, corresponding action is initiated.

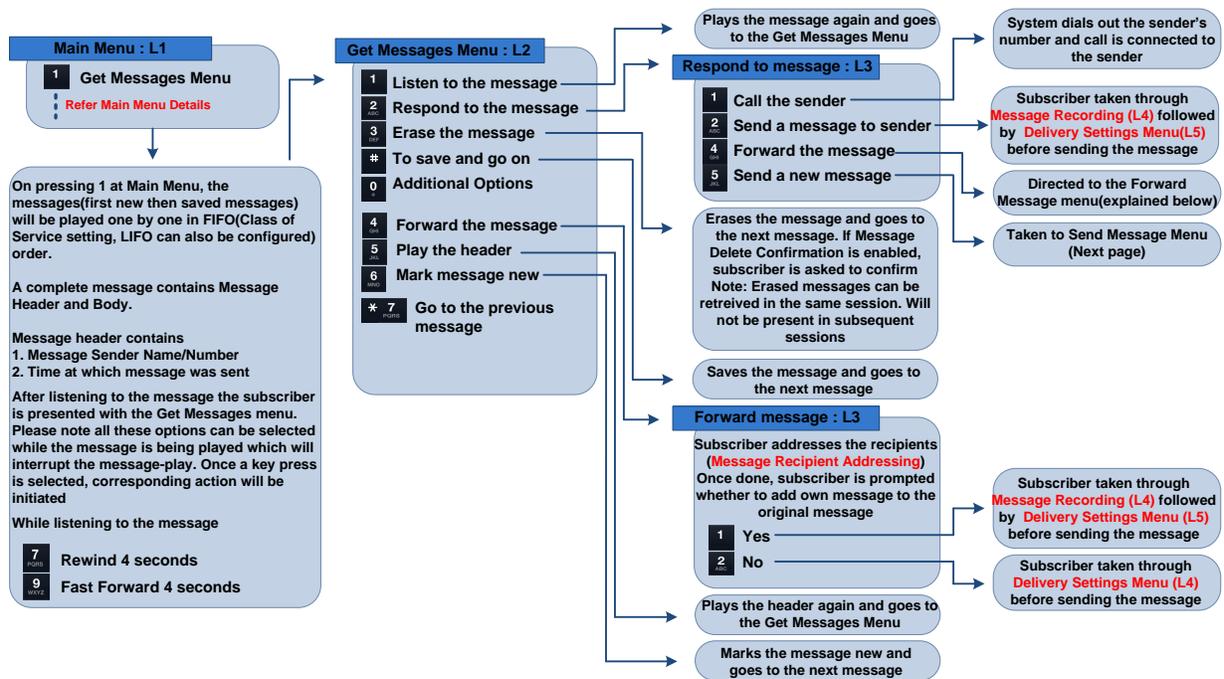
The “Get Messages” menu will play messages and will provide you with the following options for each message:

1. **1** Listen to the message – This replays the message again.
2. **2** Respond to the message – This enables you to reply to the sender.
3. **3** Erase the message – This deletes the message.
4. **#** To save and go on – It saves the message.

5. **4** **GET** Forward the message – Provides you with the ability to forward the message to other users on your system. Please note that messages marked as “confidential” cannot be forwarded.
6. **5** **JKL** Play the message header – This plays the message header which contains details about the sender and the time the message was received.
7. **6** **MNO** Mark the message new – This option moves the message to the “new messages” list and the system treats it as if you had never listened to it.
8. ***** **7** **PGRS** Go to the previous message – Takes you to the previous message.

Figure 5

Get Messages Menu



Note: Each Menu is marked with the Level of Depth (e.g. L1,L2 etc.). This number indicates the number of menus subscriber should go through, before reaching that particular level.

Send Messages Menu

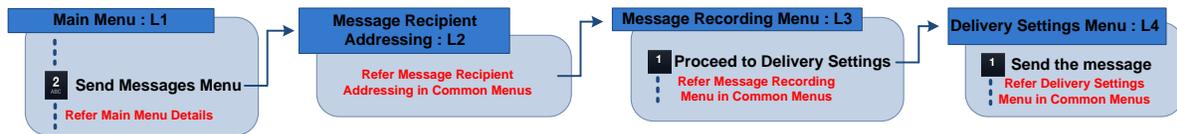
The Send Messages Menu is accessed by pressing **2** on the Main Menu and is used to send a new voice message. You can select (or not select) priority and confidentiality settings for each message. You can also use this menu to schedule the message for future delivery.

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

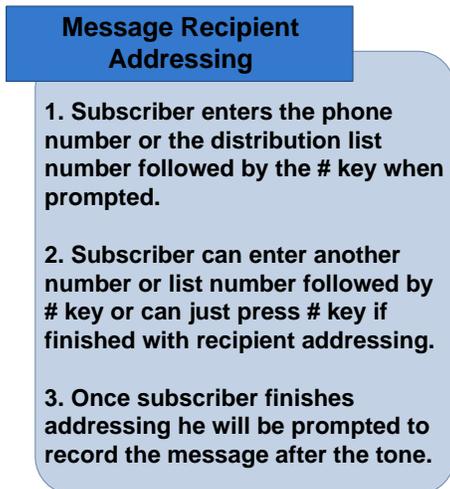


Common Menus

Message Recipient Addressing

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

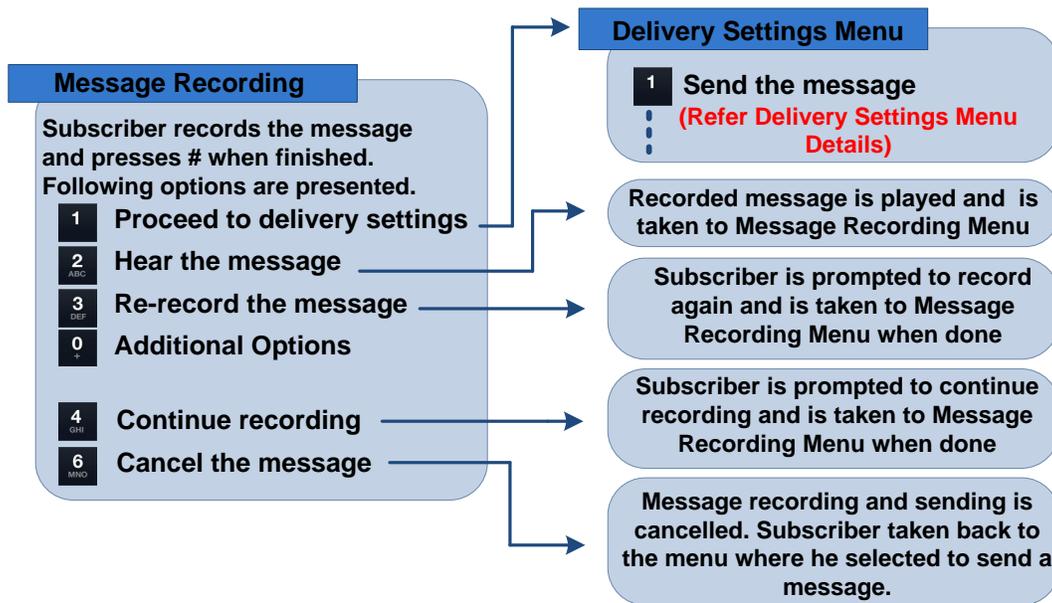
Figure 7



Message Recording

This menu displays the options for recording a message. You can also listen to the message you are going to send and re-record it before it is sent. You can also cancel the message from this menu.

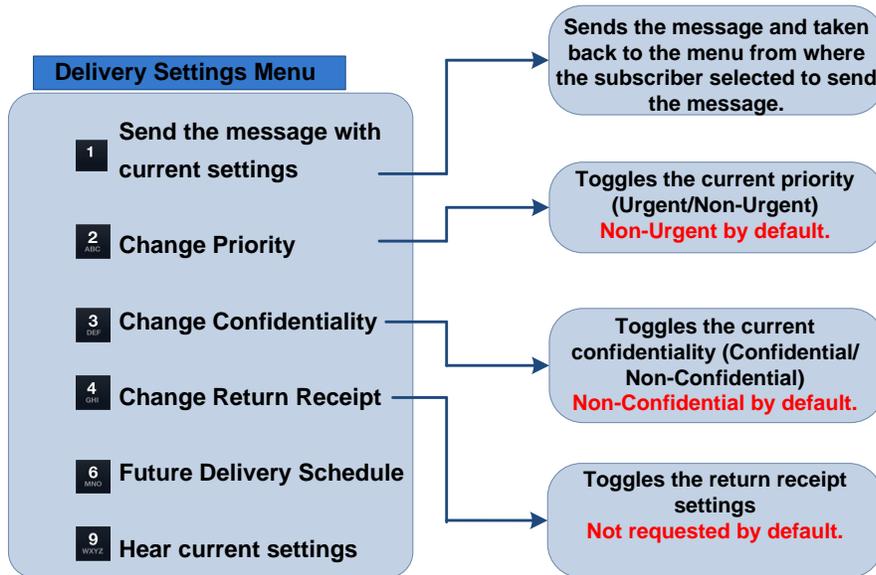
Figure 8



Delivery Settings Menu

This menu helps in selecting priority and confidentiality settings for message you want to send. You can set a message as “Urgent”, “Confidential”, and/or require a “Return Receipt” notice. The recipient will be notified that they have received an “Urgent” or “Confidential” message when they access their mailbox. They will be informed that the sender added a “Return Receipt” condition to the message. An “Urgent” message will be moved to the top of the recipient’s inbox. A confidential message cannot be forwarded to any other number.

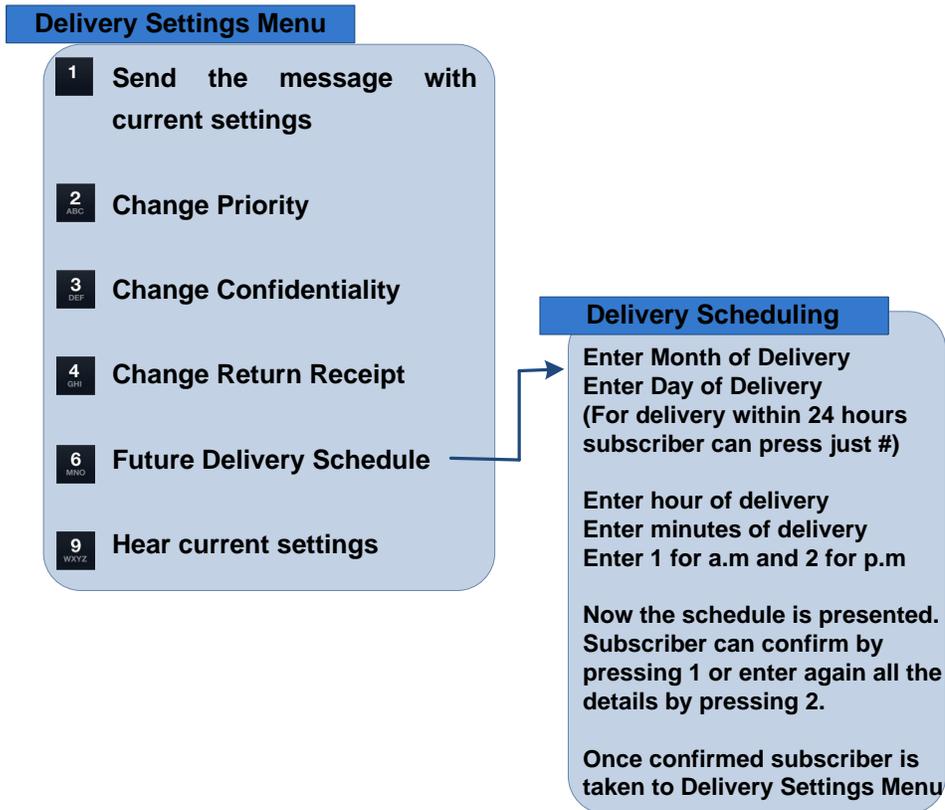
Figure 9



Future Delivery Schedule

You can also schedule a message for future delivery if needed. This is the last option in the “Sending a Message” menu. You can schedule a message to be sent at a particular time and on a particular day. Messages can be scheduled up to 15 days in advance of sending.

Figure 10



Greetings Menu

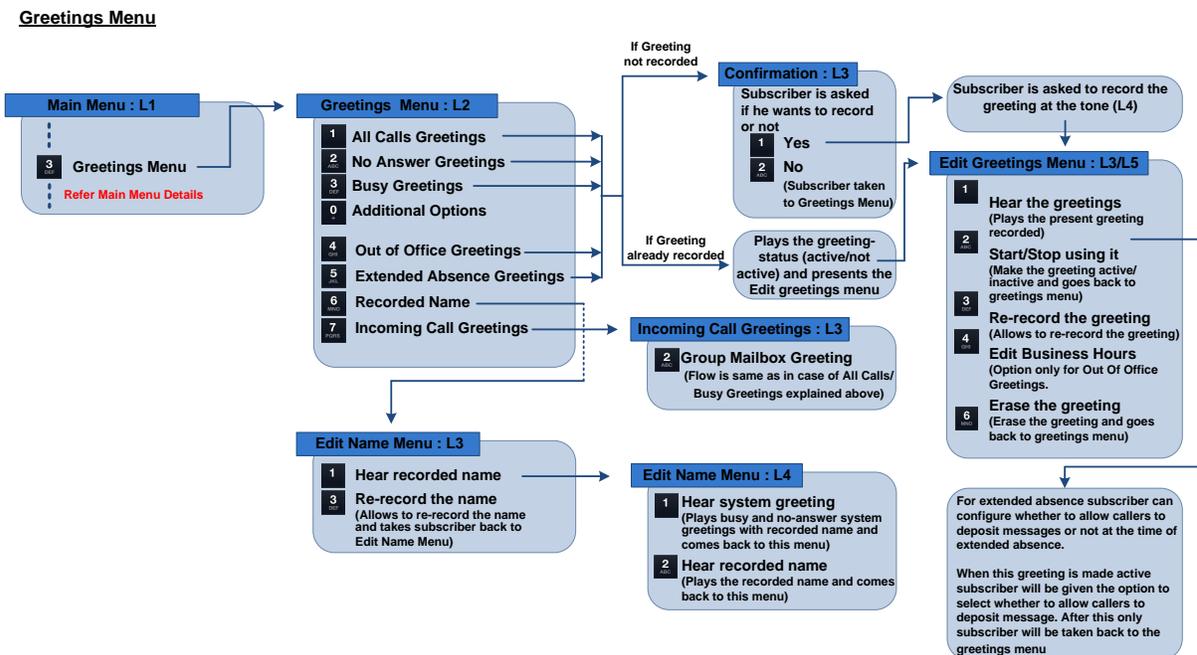
The Greetings Menu is accessed by pressing **3** on the main menu. The Greetings Menu provides the option to customize various greetings you may want to associate with different greetings options.

1. **All Calls greeting** - The greeting that is the default greeting when no other greeting types are enabled. It is accessed by pressing **1** on the Greetings Menu.
2. **No Answer greeting** - The greeting that is played when the called line is not in use and goes unanswered. This option is accessed by pressing **2** on the Greetings Menu.
3. **Busy greeting** - The greeting that is played when the called line is busy. It is accessed by pressing **3** on the Greetings Menu.
4. **Out of Office greeting** – This greeting will automatically be played (if activated) at all hours outside of normal business days and hours of operations. During normal hours of business, other greetings (All Calls, No Answer, or Busy Call greetings) will be played based on your preferences.

5. **Extended Absence greeting** - When activated, this greeting supersedes all other greetings and is designed to alert the caller that you will be away from your business for an extended period of time (vacation, travel on business, training, etc.). While the Extended Absence greeting is active, you can decide if you will allow new messages to be left in your voice mailbox or if you want to tell the caller you are not accepting messages. This option can be accessed by pressing **5** MJKL on the Greetings Menu.
6. **Incoming Call Greetings** - When Group Mailboxes are enabled, this greeting serves as the main greeting to the group mailbox. It can be accessed by pressing **7** POHJ on the Greetings Menu.

This menu also provides the option to record a name for the greeting. You can access this option by pressing **6** MJKL on the Greetings Menu to record the spoken name. You can erase, re-record different greetings, edit the business hours, or select the default system greetings.

Figure 11



Greetings Enhancements

The Greetings Enhancements is a continuation of the Greetings Menu. The Greetings Enhancements is accessed by pressing **3** on the main menu. This menu provides you the option of setting up Temporary Greetings, Time Based Greetings and Caller Based Greetings.

9 Time Based Greeting

1 0 Temporary Greeting

1 1 Caller Based Greeting

By default, none of these greetings will be setup. When you select any one of the greeting options, you will be presented with the following options:

1. **1** Manage Greetings (will be available only when at least one of the above mentioned greeting type is present).
2. **2** Create a new Greeting

I) To Create a new greeting, the following steps are required:

- A) Initially, when you select **2** to create a new greeting, you will be directed to the “Record Greetings Menu”.

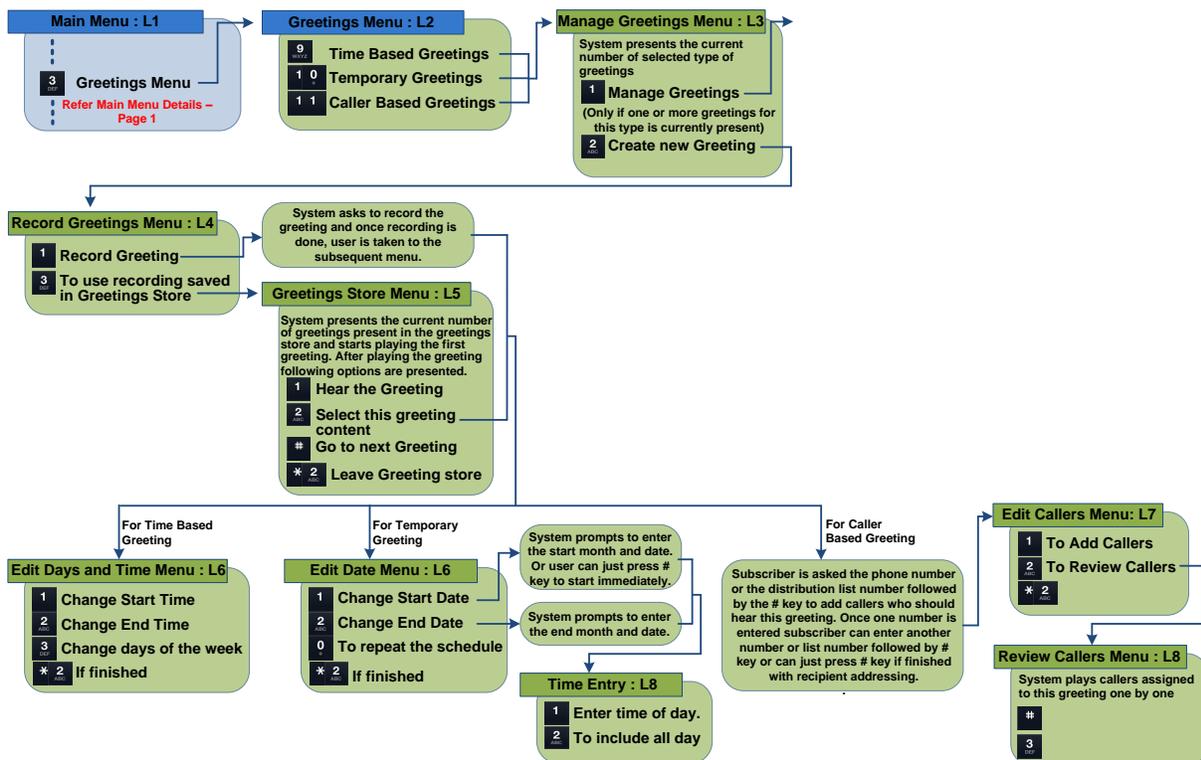
The following options will be available:

1. **1** Record Greeting (The system allows you to record the greeting. Once the greeting is recorded, you are directed to the next menu as described in B)
 2. **3** To use recordings saved in Greeting Store (The system allows you to hear the current recordings present in the Greeting Store, select a recording to be used or exit out of the greeting store)
- B) Once the recording is done, or is selected from the Greeting store, you are directed to different menus based on the type of greeting recorded/selected.
1. For Time Based Greeting: “Edit Days and Time Menu” will be presented and you will be able to change “start time”, “end time”, “days of the week” and save it.
 2. For Temporary Greeting: You can select “Edit Date Menu” and will be able to “change start date”, “change end date”, “repeat the schedule” and save it. Press # to

start the greeting immediately. You can also select if you want to use it for a particular time of the day or the entire day.

3. For Caller Based Greeting: By choosing “Edit Callers Menu” you are asked to enter the phone number or the distribution list number followed by the # key to add callers who should hear this greeting. Once a number is entered, you can enter another number or list number followed by # key or can just press # key if finished with recipient addressing. You can also review the callers and remove callers from the list.

Figure 12



II) To Manage Greetings, the following steps are required:

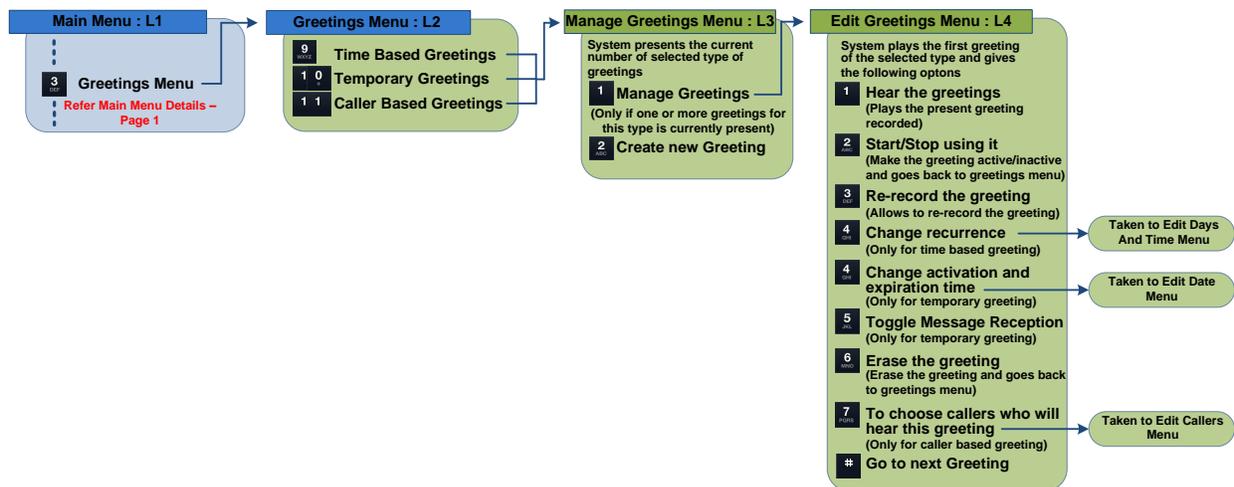
This menu will only be available when at least one greeting is recorded and is active. When you select **1** for the “Manage Greetings” option, you will be taken to the “Edit Greetings Menu” and the following options will be presented to you:

1. **1** Hear the greetings (Plays the present greeting recorded)
2. **2** Start/Stop using it (Make the greeting active/inactive and goes back to greetings menu)

Greetings Enhancements

3. **3 DEF** Re-record the greeting
4. **4 GHI** Change recurrence (Only for time based greeting) – will be taken to the “Edit days and Time Menu”
5. **4 GHI** Change activation and expiration time (Only for temporary greeting) – will be taken to the “Edit Date menu”
6. **5 JKL** Toggle message reception (Only for temporary greeting)
7. **6 MNO** Erase the greeting (Erase the greeting and goes back to greetings menu)
8. **7 PQRS** To choose callers who will hear this greeting (Only for Caller Based greeting) – will be taken to the “Edit Callers Menu”
9. **#** Go to next greeting

Figure 13



Mailbox Settings Menu

Distribution List Menu

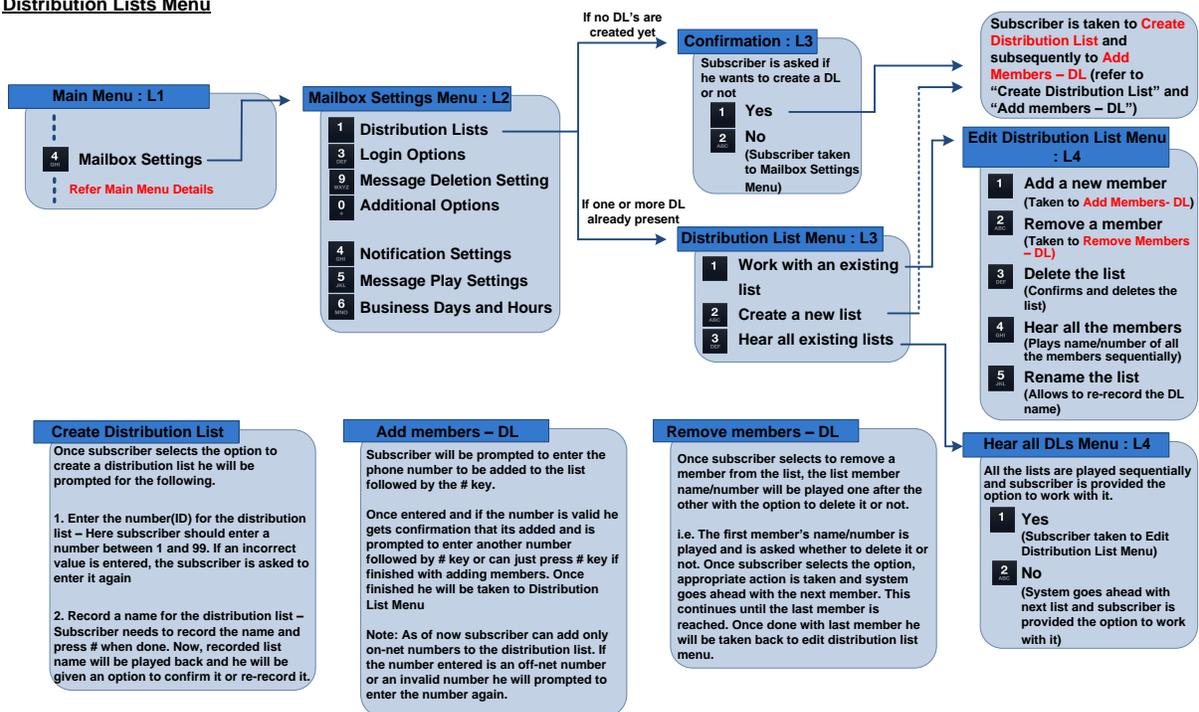
The Distribution List Menu can be accessed by pressing **4** on the Main Menu followed by **1**. This menu provides the option to create, modify and delete Distribution Lists.

Distribution lists provides you the ability to create groups of telephone numbers that are frequently used for sending messages or faxes. This saves the time of entering the telephone numbers of each individual every time a message or fax needs to be sent to the members of the group.

There are two categories of distribution lists: Basic and Deluxe. The Basic option provides up to 20 unique distribution lists and with the Deluxe option you can create up to 50 unique lists. A Basic list can support up to 15 telephone numbers while each Deluxe list can support up to 50 telephone numbers.

Figure 14

Distribution Lists Menu



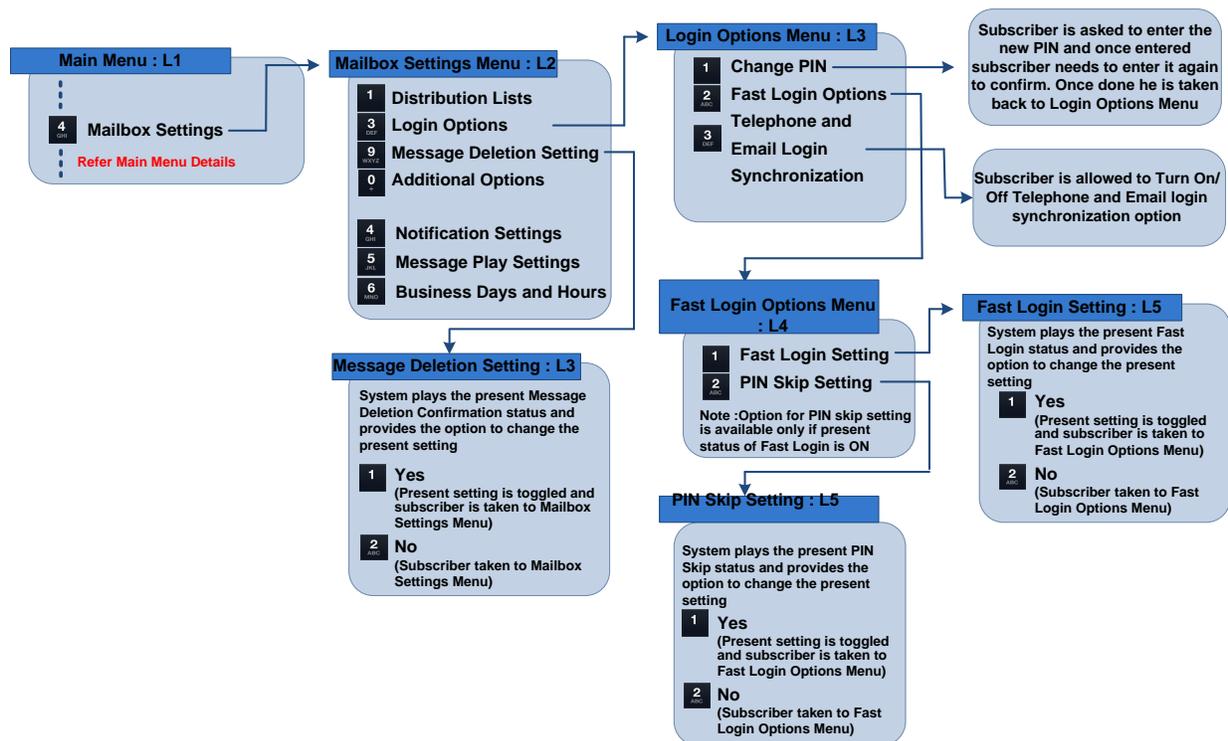
Message Deletion Settings, Message Inventory and Play Order Menu

Message Deletion Settings

You can access the Message Deletion settings by pressing **4** on the Main Menu followed by **9**. This menu provides the option to toggle the Message Deletion Confirmation to either ON or OFF. When Message Deletion Confirmation is ON, you will need to confirm that you actually do want to delete the message you just listened to. When the OFF option is selected, you will not be prompted to validate that you want to delete a message. It will be deleted as soon as you enter the command.

Figure 15

Login Options and Message Deletion Menu



Message Inventory and Play Order Settings

Message Inventory settings allow you to customize the way messages are heard for Multi-Line numbers. You can opt for listening to the messages of the Multi-Line number from which you have logged in. By default, all the messages will be played when you log in from any of the Multi-Line numbers. (Message inventory is available only when Multi-Line feature is enabled)

Message play order setting allows a subscriber to select how the messages will be played when they log in to their mailbox. The default value for the messages to be played is **First in First out**

(FIFO). In this scenario, the message which is received first will be played first. You can set it to Last in First out (LIFO) so that the newest message received will be played up first.

Message inventory and play order menu can be accessed by pressing **4** on the main menu followed by **1** **1** on the mailbox settings menu.

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

1. **1** Set Message Inventory for current line
2. **2** Set Message Inventory for all lines
3. **4** Change Play Order

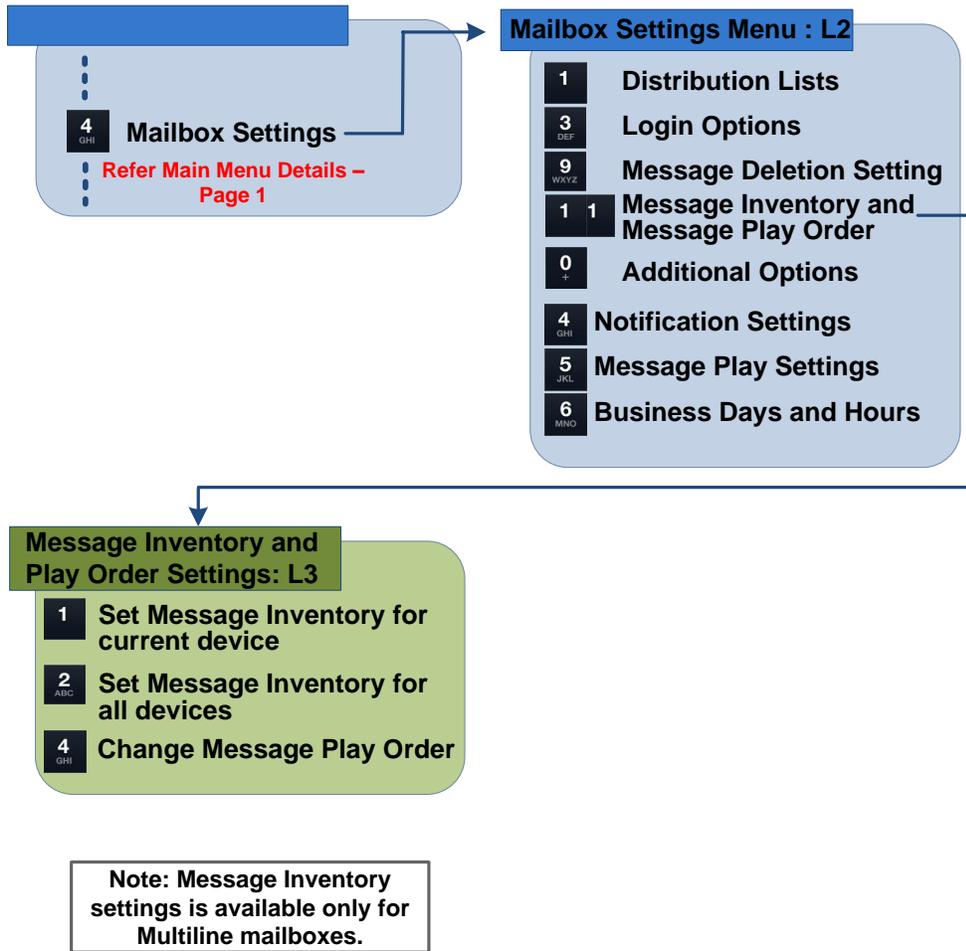
If you select **1** to set Message Inventory for current device, you will be able to hear messages that have been sent to the number from which the mailbox is accessed.

If you select **2** to set Message Inventory for all devices, you will be able to hear all the messages that have been sent to your mailbox.

If you select **4** to change the Message Play Order, you will be provided with the following options:

1. **2** Change Message Play Order (Selecting this option will change the current message play order. By default, this is set to FIFO).
2. ***** **2** No changes (No changes will be done to the message play order).

Figure 16



Notification Settings

The Notification Settings Menu enables you to set up various forms of notification like outdial preferences, change outdial notification number, pager notification number settings and notification schedules. This allows you to receive notifications as per your customization on the notification devices that has been configured.

Notification Settings is accessed by pressing **4** on the Main Menu followed by **4**. You can configure the notification settings for the following types of devices:

Pager Notification

In order to set up Pager notification, please follow the procedure detailed below:

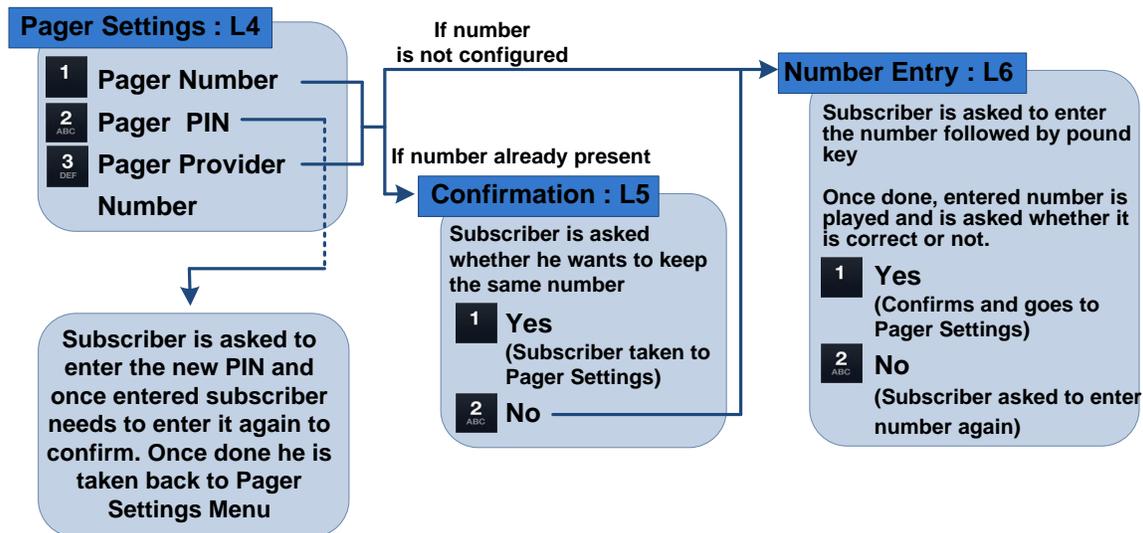
Pager Notification Number Settings

Pager Notification number settings allows you to add the pager notification details like pager number, pager PIN and Pager provider number. This will enable you to receive pager notification on your pager when a Voice Mail is received.

“Pager notification number settings” is accessed by pressing **3 DEF** on the Notification Settings Menu. Upon accessing the pager notification number settings, the following options are presented:

1. **1** Pager Number: You can enter the pager number where you want the notification to be sent.
2. **2 ABC** Pager PIN: Please enter the pager PIN.
3. **3 DEF** Pager provider number: You can choose this option to enter the pager provider number.

Figure 17



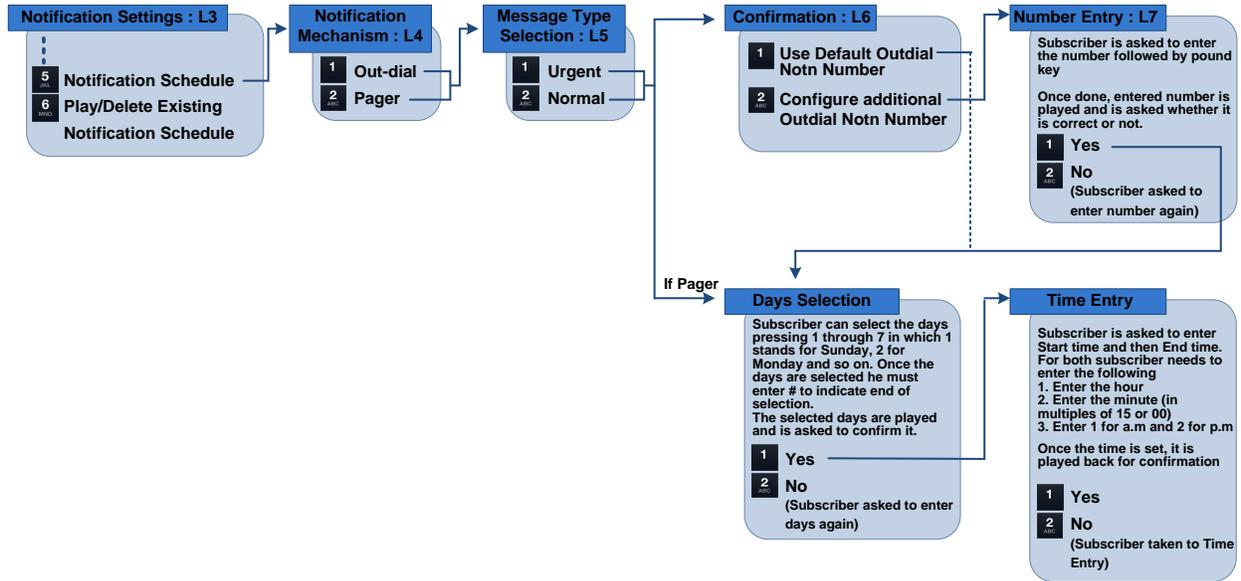
Pager Notification Schedule

Notification Schedule allows you to enter the days and time when you want to receive the notification on the pager. You can customize the schedules for urgent or normal Voice Mail messages.

Pager Notification schedule can be accessed by pressing **5 JKL** on the Notification Settings Menu followed by **2 ABC** for Pager Notification. When you select Pager notification schedule, and

choose either Scheduled for Normal or Urgent messages, you are presented with the option to select the days and time when you want to receive the notification. Once the same is finalized, the pager notification schedule will be set up.

Figure 18

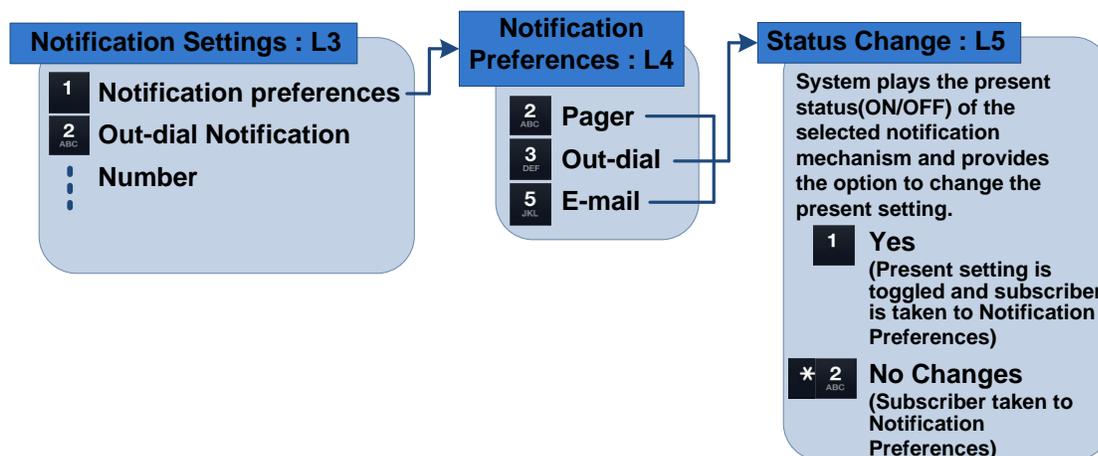


Enable Pager Notification

Once the notification schedule is set up, you can enable Pager notification from the Notification Preferences Menu. Pager notification preferences can be accessed by pressing **2** on the Notification preferences. Here you will have the option to enable Pager notification. (By default, it will be turned OFF) Once the same is enabled, you will receive notification on the configured Pager number when a Voice Mail is received.

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

Figure 19



Outdial Notification

In order to set up Outdial notification, please follow the steps detailed below.

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 on outdial capabilities for your Cox voice mail services.

Outdial Notification Number Settings

“Outdial Notification Number” menu gives you the option of adding the Outdial number details.

Outdial Notification Number Menu can be accessed by pressing **2** on the Notification Settings Menu.

1. **Adding Outdial notification number:** Once you press **2** for the Outdial Notification Number, you are asked to enter the 10 digit outdial number. Once the same is entered, and confirmed, the outdial notification number is set.
2. **Editing Outdial notification number:** If you want to modify the outdial notification number, on pressing **2** for Outdial notification number, the system informs that there is an existing outdial notification number. Press **2** to change the number and you are asked to enter the 10 digit outdial number. Once the same is entered, and confirmed, the outdial notification number is set.

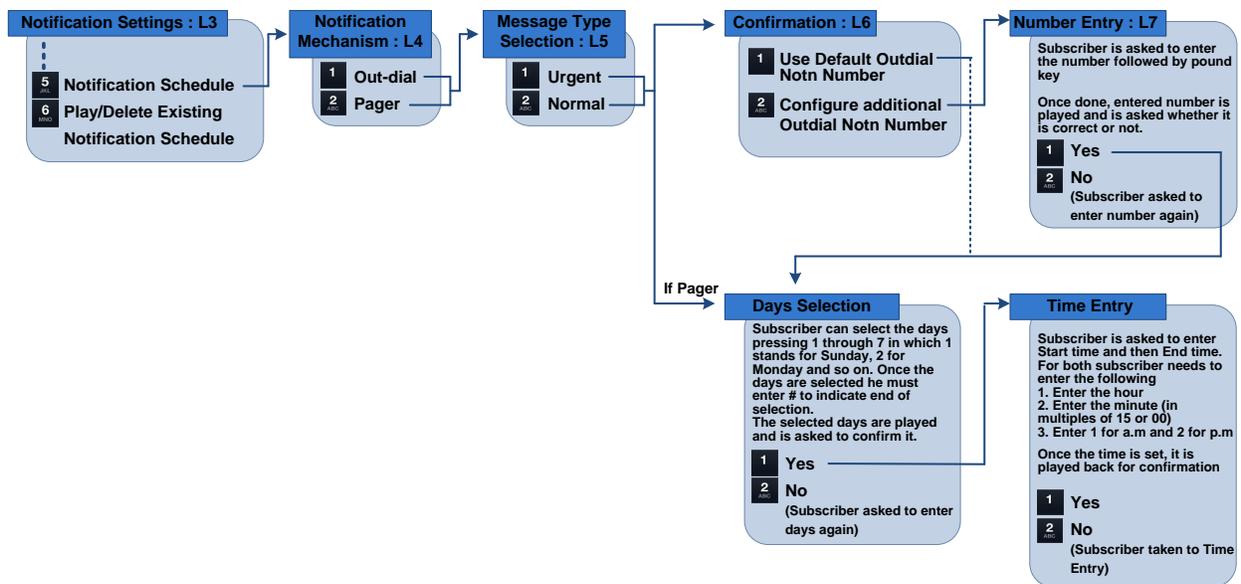
Outdial Notification Schedule

Outdial Notification schedule can be accessed by pressing **5** on the Notification Settings Menu followed by **1** for Outdial Notification. When you select the Outdial notification schedule; either Normal or Urgent schedule, the following options are presented:

1. **1** Use the default outdial number
2. **2** Configure additional outdial number

Once the outdial number is configured, you can enter the days and time when you want to receive the notification. Once the same is finalized, the Outdial notification schedule will be set up.

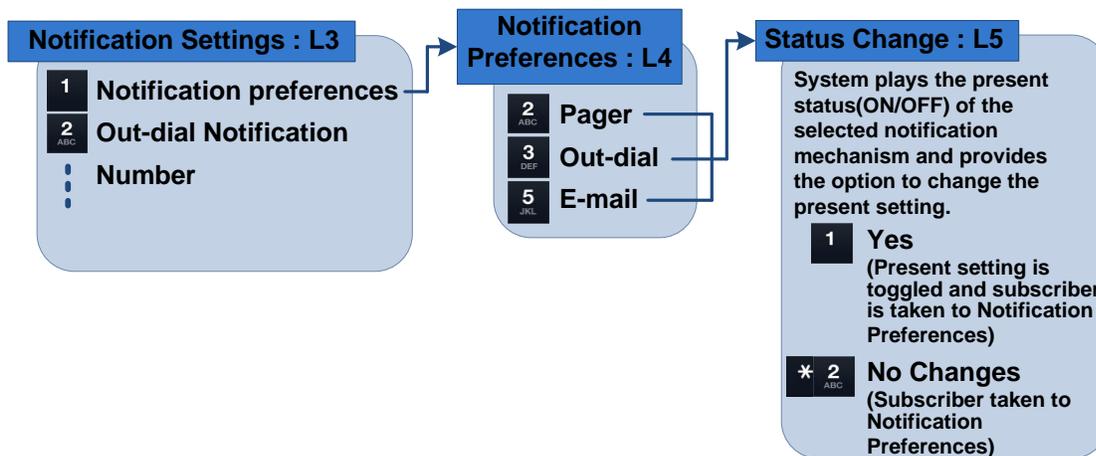
Figure 20



Enable Outdial Notification

Outdial notification preferences can be accessed by pressing **3** on the Notification preferences. Here you will have the option to enable Outdial notification. (By default, it will be turned OFF) Once the same is enabled, you will receive a notification call on the configured Outdial number when a voice mail is received.

Figure 21



Email Notification

With Cox Business Unified Messaging, you can elect to 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 just as you would any other email message.

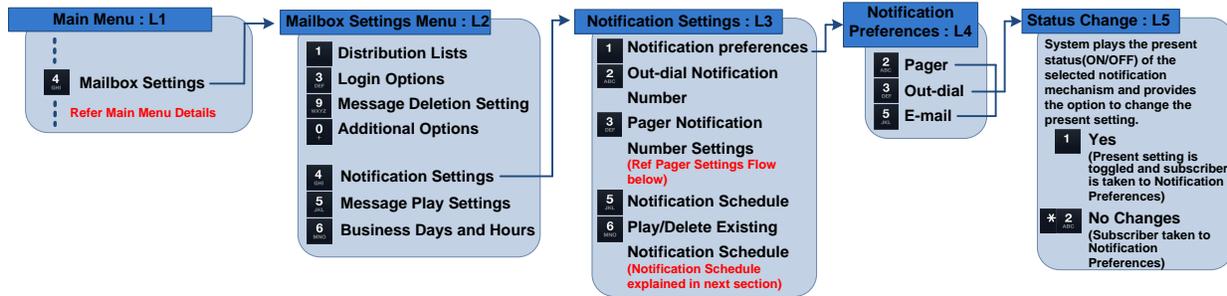
If you do not use our Unified Communications service and opt for our Basic Voice Mail service, you can still be notified when you receive a Voice Mail. This level of notification can be initiated from the Business VoiceManager portal or through the Voice Mail service. The latter interaction will be explained 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 customer care has setup the email address, you can enable/disable email notification by pressing **5** on the Notification preferences.

Once you enable this feature, an email will be sent to the address you provided making you aware that a Voice Mail has been received. You will then need to call into your voice mailbox to listen to the message.

Figure 22

Mailbox Settings



Play/Delete existing notification schedule

The Play/Delete existing notification schedule can be accessed by pressing **6** on the Notifications settings menu. This enables you to listen to the current notification schedule and change it to another schedule.

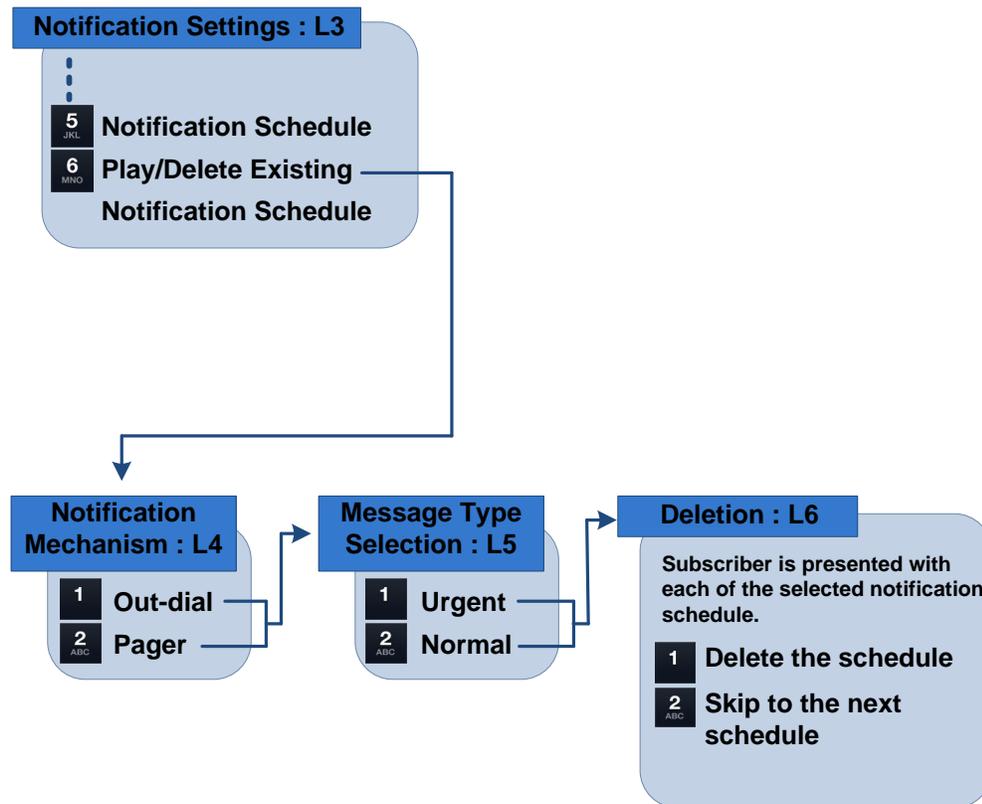
By pressing **6** on the Notification settings menu, you will be presented with the following options:

1. **1** for Outdial
2. **2** for Pager

After you've selected either option, you will be able to define whether or not the message is urgent or routine:

1. **1** for Urgent
2. **2** for Normal

Figure 23



Message Play Settings

This option enables you to customize how the Voice Mail messages will be played 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.

The subscriber can also customize as to how the urgent messages will be played (whether upfront or along with the other messages). The default setting places “Urgent” messages at the top of the message waiting queue.

The Message Play Settings menu can be accessed by pressing **5** on the Mailbox Settings Menu. You will then have the choice of selecting **1** for Urgent Message Play settings, **2** for Automatic Message Play settings and **3** for Voice Message Play settings.

By pressing **1**, you will be able to toggle between playing urgent messages first or you can choose to simply hear them in the order they entered the message waiting queue. The default setting is urgent messages are played first.

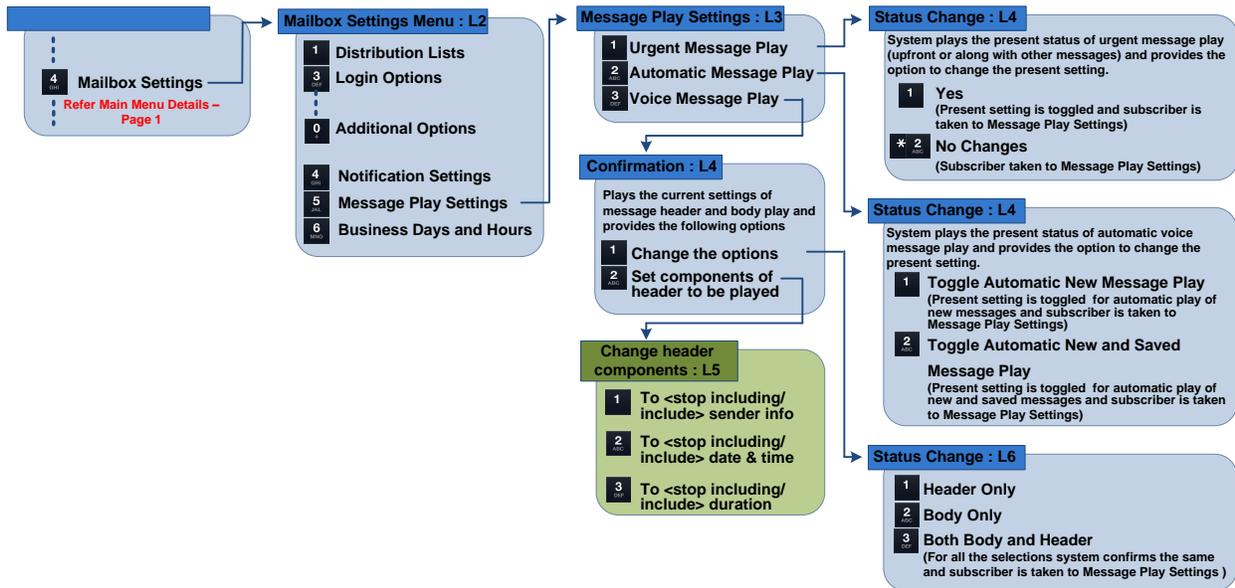
Mailbox Settings

If you press **2**, you will be able to toggle between the messages being played automatically or not when you log in to the mailbox. By default this is disabled.

By pressing **3**, you will have the option to change the Voice Message Play settings.

1. **1** Change the options
2. **2** The Header will be played
 - A) If you decide **1** to change the options, you will be informed about the default value and will be asked to select between **1** Header Only (details about the message like sender, time, date, etc.), **2** Body Only (the main message content) and **3** both Header and Body.
 - B) If you select option **2** so that the header will be played, additional options will be presented. The header contains the sender information, date and time, and duration.
 1. Press **1** to exclude the sender information.
 2. Press **2** to exclude the date and time.
 3. Press **3** to exclude the duration information.

Figure 24



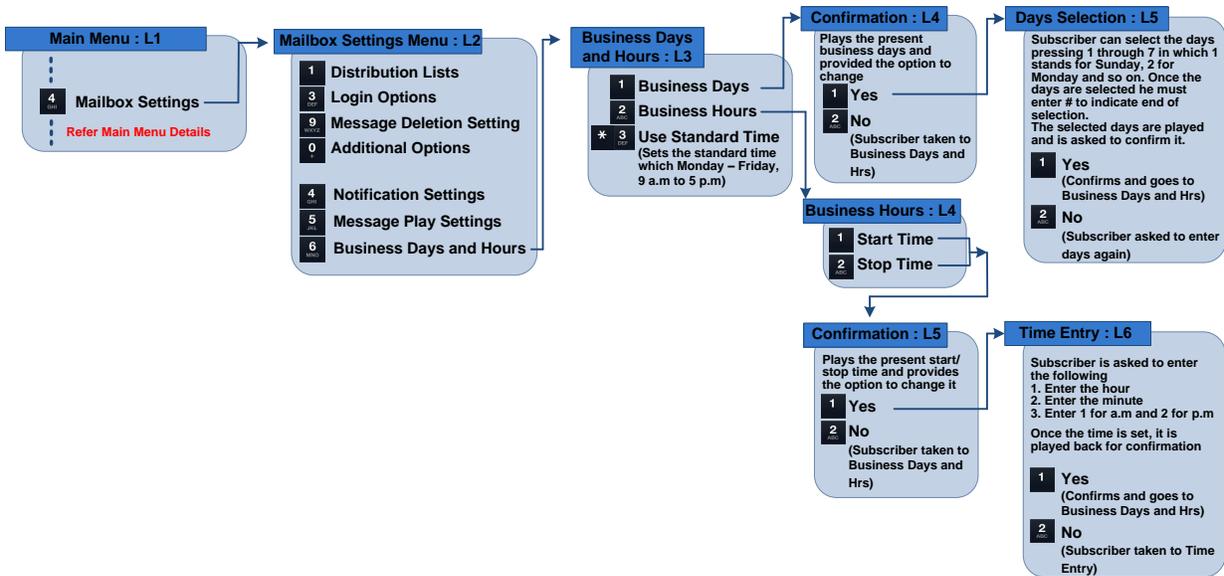
Business Days and Hours Menu

Business days and hours menu provides the option to align various messages with your normal hours of operations. If you decide to activate the “Out of Office” greeting, it will be played at all hours outside of your normal business hours. During normal business hours, other greetings (all calls greetings, no answer calls greetings or busy calls greetings) will be played based on your preferences.

The Business Days and Hours menu can be accessed by pressing **6** on the Mailbox Settings Menu. You can then select **1** for Business Days, **2** for Business Hours or ***** **3** for using the Standard Time.

Figure 25

Business Days and Hours Menu



Attendant Call Coverage

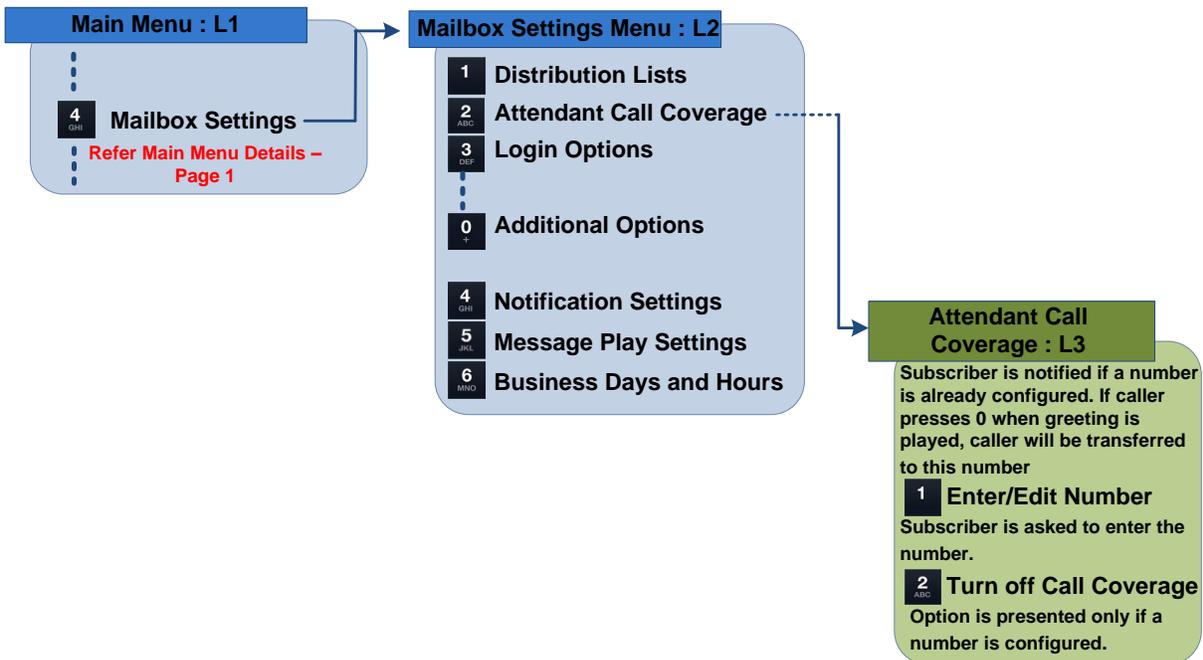
The “Attendant Call” coverage or “Operator Revert” menu provides the option to configure a phone number as attendant number. Once configured, if the caller goes to someone’s Voice Mail, they have the option to press **0**, and they will be transferred to the attendant number.

The Attendant Call coverage menu can be accessed by pressing **2** on the Mailbox Settings menu. By default, Attendant call coverage is disabled.

The following choices are presented should you decide to activate the attendant call coverage function:

1. By pressing **1** you will be asked to enter the attendant number
2. You can disable the Attendant Call coverage option by pressing **2** within this menu.

Figure 26



Incoming Calls Menu

The Handling Incoming Malls menu enables you to use Extension and Group voice mail features. You can also establish automatic message forwarding and screen and intercept.

Up to 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 more than one person so that anyone working in the same “group” can retrieve and act upon messages left for that group. A Group mailbox can have one or more (up to 99) telephone numbers associated with it.

Automatic Message Forwarding allows a subscriber to setup one number (landline or cell phone) for forwarding the voice mail messages. When a message is deposited to the Voice Mail box of the subscriber, the same will be forwarded to the number which has been set up for automatic call forwarding. The subscriber can opt for Silent/Announced forwarding and/or Delayed forwarding.

Screen and intercept enables you to listen to a Voice Mail while it is being deposited. You can pick-up the call while the caller is leaving their message and talk with the caller.

You can access the Handling Incoming Calls menu by pressing  on the Main Menu. This menu provides the following options:

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

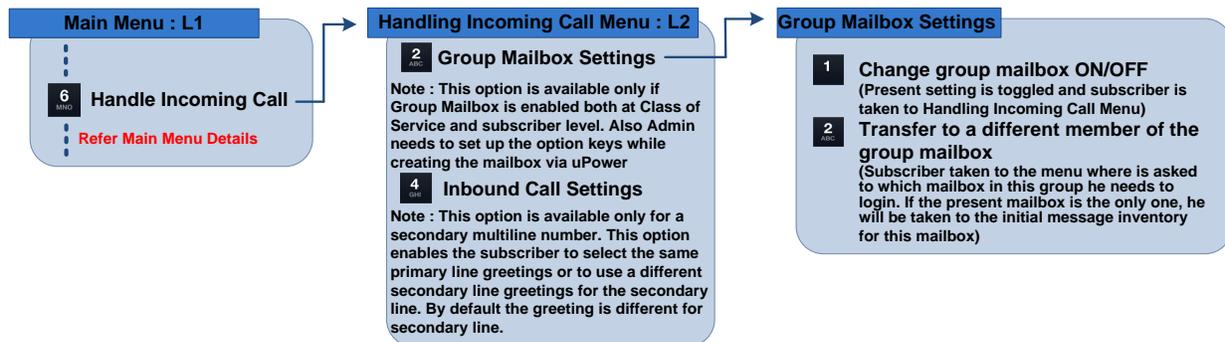
Group Mailbox Settings

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.

Steps to initiate a Group Mailbox:

1. Call the COX customer care to enable a Group Mailbox.
2. You can navigate to the Group Mailbox menu on your Voice Mail box by pressing **6 MNO** on the Main Menu followed by **2 MNO** to access Group Mailbox settings.
3. The system announces the active Group Mailbox setting and provides the option to make changes.
4. You have to log into your secondary Group Mailbox. The mailbox has to be initiated in the same way as the primary mailbox. (Ref. section 2 Mailbox Initialization)

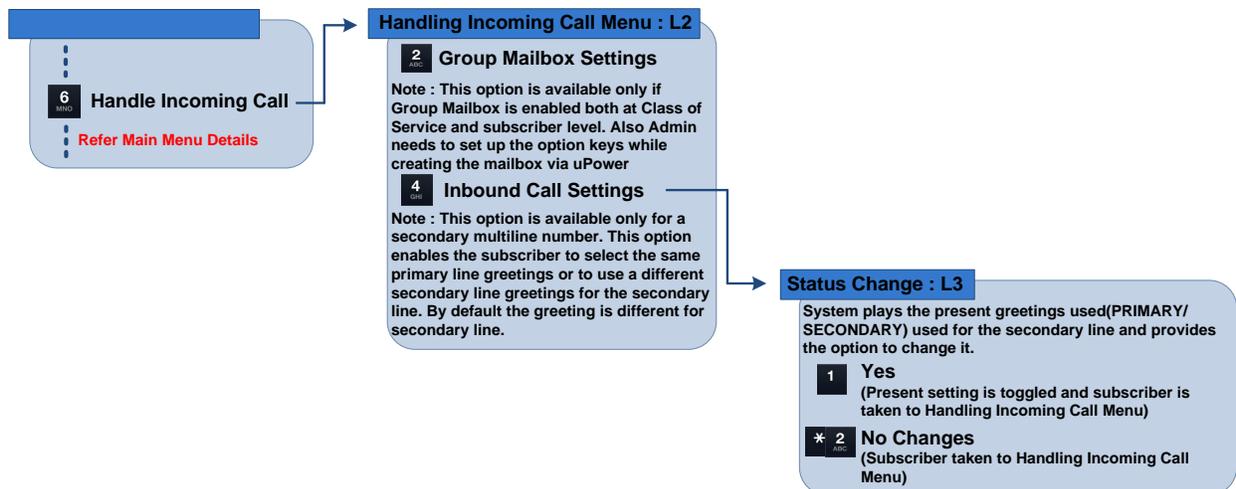
Figure 31



Inbound call settings (for secondary Group number)

The Inbound Call setting 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 secondary line greeting for the secondary line. By default the greeting is different for secondary line.

Figure 32



Automatic Message Forwarding Settings

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

If Announced Forwarding is enabled, the caller will be informed that you have enabled Message Forwarding to another number before sending the message to the forward to number.

If Silent Forwarding is enabled, the Voice Mail will be automatically forwarded without informing the caller.

If Delayed Forwarding is enabled, you can specify the time after which the 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.

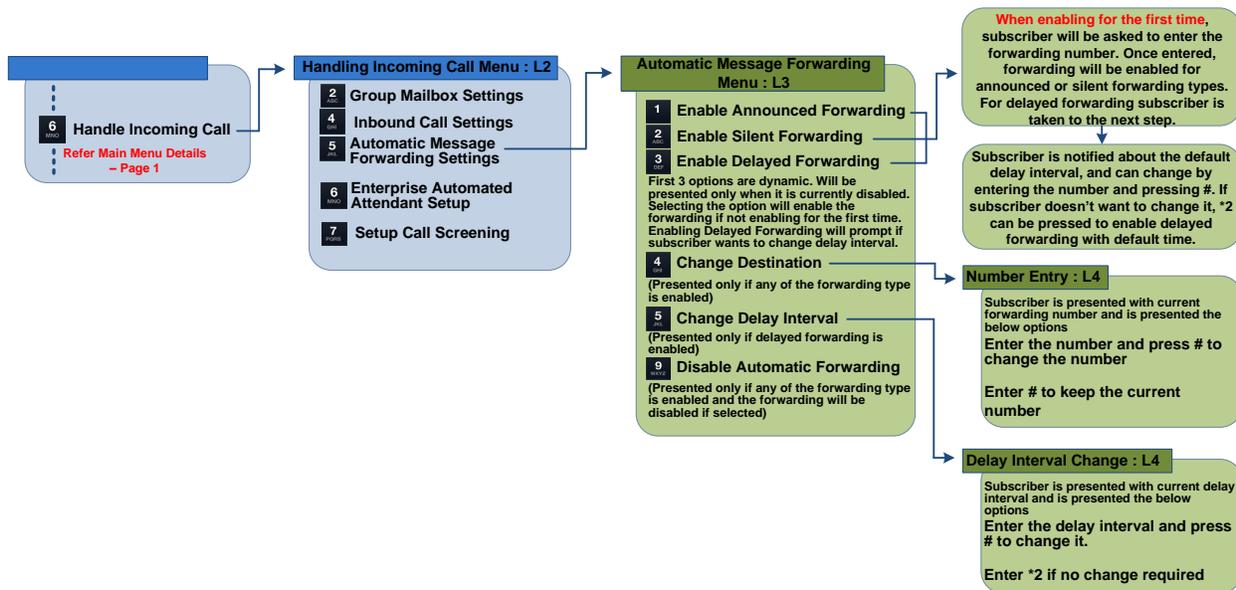
You can access the Automatic Message Forwarding option by pressing **6** on the main menu followed by **5** on the “Handle incoming calls” menu.

The subsequent menu options follow:

1. Press **1** to activate Announced Forwarding
 2. Press **2** to activate Silent Forwarding
 3. Press **3** to activate Delayed Forwarding
 4. Press **4** to change the Forward To destination
 5. Press **5** to change the Delay interval
 6. Press **9** to disable the Automatic Forwarding function
- A) If you select **1** to enable Announced Forwarding, you will be prompted to enter the 10 digit “Forward To” number. When a caller reaches your mailbox, they will be informed that their message will be forwarded to a different number.
- B) If you select **2** to enable Silent Forwarding, you will be prompted to enter the 10 digit “Forward To” number. When a caller reaches your mailbox, their message will be immediately forwarded without their knowledge.

C) If you select **3** DEF to enable Delayed Forwarding, you will be prompted to enter the 10 digit “Forward To” number. You will then be prompted to either accept the default delay (1 hour) or you will have the opportunity to change the delay interval that meets your needs.

Figure 33



Basic Automated Attendant

Basic Auto Attendant – through the Cox Business VoiceManager family of services – provides customers with multiple menus to route inbound calls, to receive and handle requests, 24 x 7. Business hours and after hours menu options are available.

VoiceManager customers have the option of defining 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.

Considerations for Basic Auto Attendant versus Enterprise Auto Attendant:

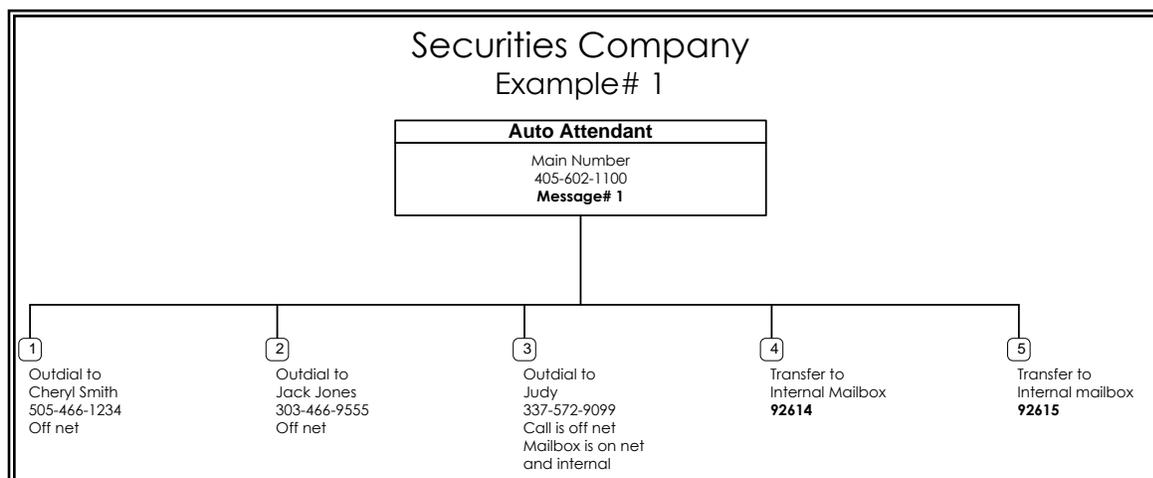
Auto Attendant Feature	Basic Auto Attendant	Enterprise Auto Attendant
Dial by Name or Extension	Yes	Yes
Menu Tree Up To 9 Items	Yes	
Menu Tree More than 9 Items		Yes

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 (EAA)

EAA allows multiple designs and media (prompts) to be associated with a basic mailbox. Each design consists of multiple levels of menus, the ability to play custom prompts, and Automated Attendant functionality (including time and date, system and personalized media playback) to provide you with an enriched user interface. The EAA feature is implemented as Service Call flow.

Enterprise Auto-Attendant Example: **Figure 34**



1. EAA Setup – You can access EAA Set up Menu by pressing **4** on the Main Menu followed by **6**. From here, you can toggle enable/disable EAA service by pressing **1**.

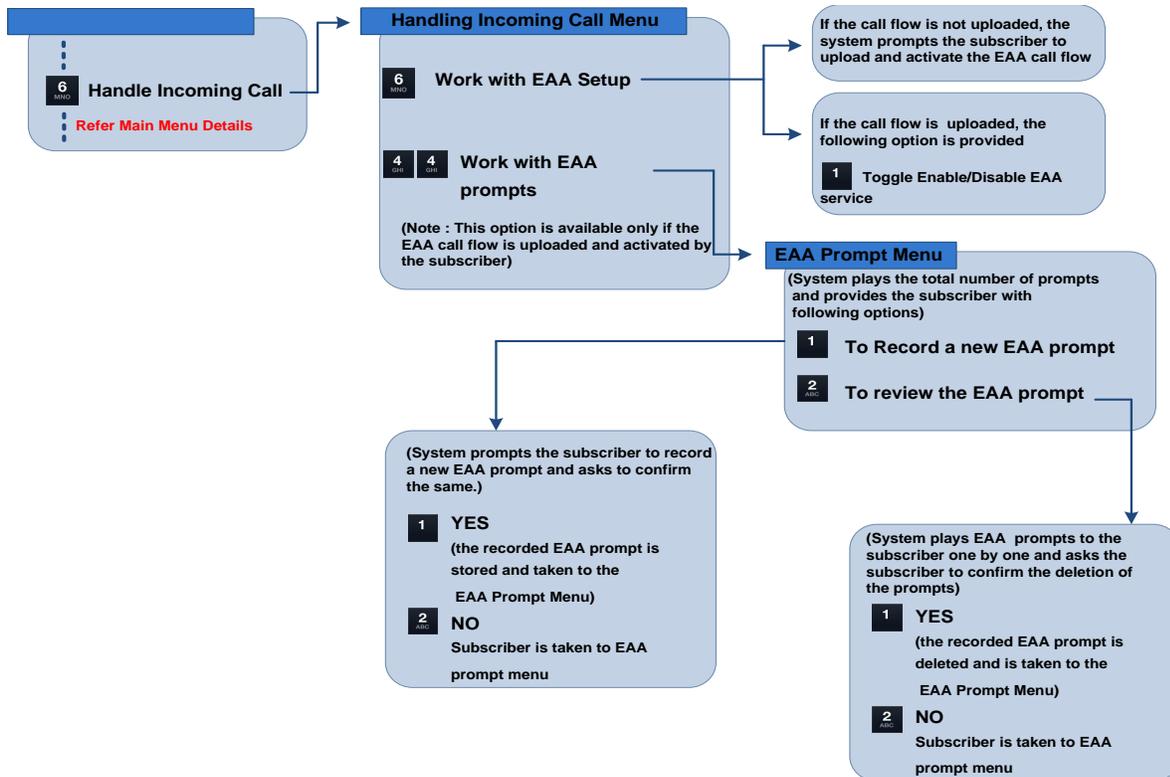
If a call flow is not uploaded and you attempt to enable the EAA service, you will be prompted to upload and activate the call flows.

2. Work with EAA Prompts – You can access the Work with EAA prompts Menu by pressing **4** on the Main Menu followed by pressing **4 4**. This option will only be presented if the EAA call flow is uploaded and activated.

This level in the menu provides the following options:

1. Record a new EAA prompt
2. Review and delete EAA prompts

Figure 35



Setup Screen and intercept

Screen and intercept is a feature that enables the subscriber to listen to the Voice Mail while it is getting deposited and to directly connect to the caller via Voice Mail platform. By default, this option will be disabled.

You can access Screen and intercept by pressing **7** on the “Handle incoming calls menu”.

The subscriber is provided with the following options:

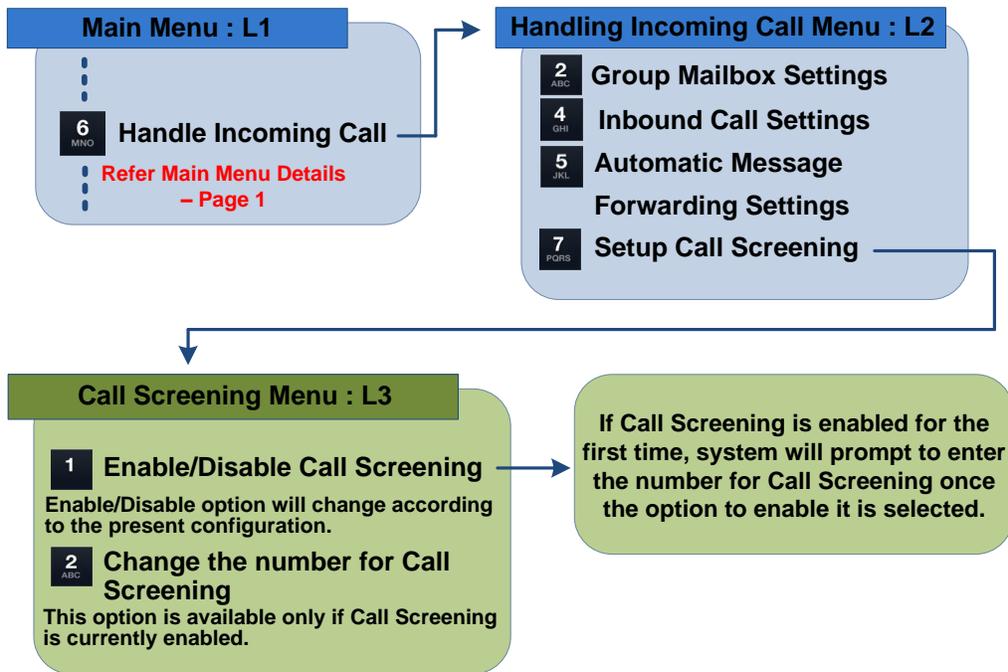
1. **1** Enable/Disable Screen and intercept (Enable/Disable option will change as per the present configuration)

2. **2** ABC Change the number for screen and intercept (This option is available only when screen and intercept is enabled)

Initially when you select **1** for enabling Screen and intercept, you will be asked to enter the 10 digit number for the screen and intercept. This is the number which the voice mail box will outdial to while the message is getting deposited. The caller will not be informed about this feature.

Once enabled, you have the option of changing the screen and intercept number by pressing **2** or disable screen and intercept by pressing **1**.

Figure 36



Outgoing Messages Menu

You can access the Outgoing Messages Menu by pressing  on the Main Menu. The following options will be presented:

1. Press  for Reminders
2. Press  to review messages scheduled for future delivery

A) When you access the Reminders menu, the following options will be presented:

1. Press  to schedule a reminder
2. Press  to review existing reminders.

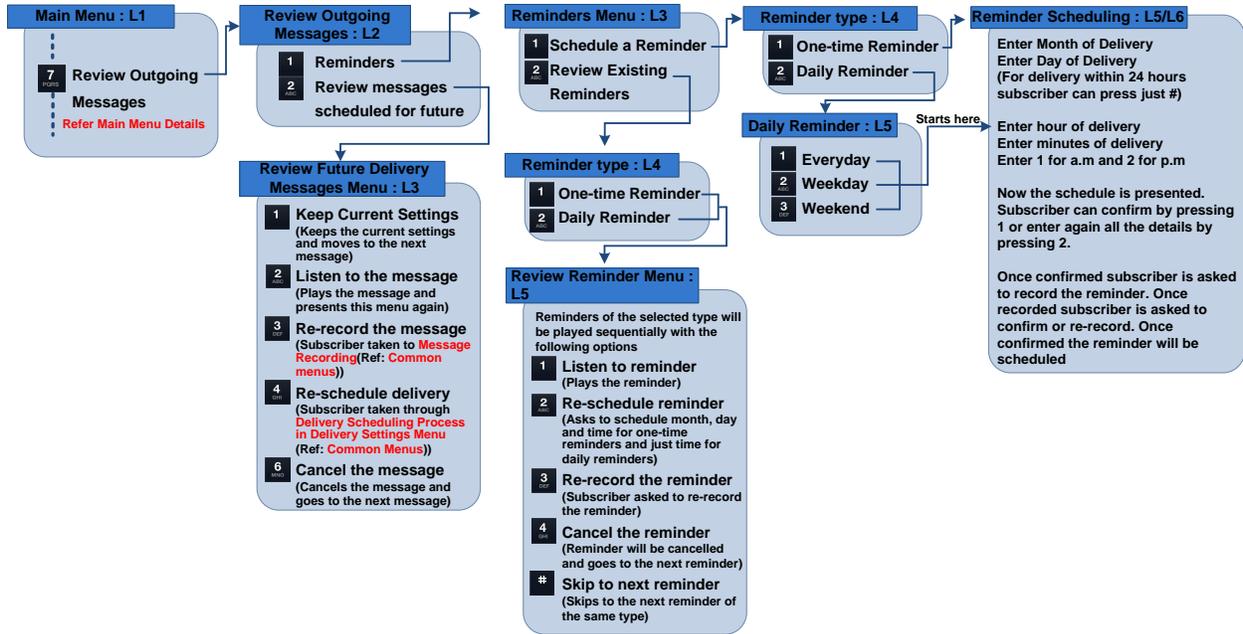
When you access the “Schedule a Reminder” menu, you can either create a one-time reminder by pressing  or daily reminders by pressing . You will then be prompted to select the day(s) and time of day will be played and then you will record the reminder message.

When you access the “Review Existing Reminders” menu, you will be able to review, re-record, re-schedule or delete the existing reminders.

- B) If you access the Review Messages Scheduled for Future Delivery menu, you will be able to listen to, re-record, re-schedule or cancel the message scheduled for future delivery.

Figure 37

Review Outgoing Messages Menu



Appendix

Voice Mail Access Numbers

To access your voice mail service, simply 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	520-207-7000	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
Connecticut		Nebraska	
from area code 203	439-6245	Omaha	402-932-6245
from area code 860:	436-6245	Nevada	

Appendix

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		