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Introduction
Welcome to a better choice for voice mail – Cox Business Voice Mail. Our outstanding customer service is here 24/7 to support you. Feel free to call us for answers at 866-272-5777, or visit www.coxbusiness.com/starthere.

The Cox Business Voice Mail User Manual will help guide you in your use of Cox Voice Mail service, and provides the steps needed to use your voice mail quickly and easily. Learn how to set up your mailbox, configure your greetings, retrieve your messages, and other essential information that will assist you when using Cox Voice Mail service.

Global Keys
These key combinations can be used at any time during voice mail usage to quickly navigate to a key feature, or initiate an important action.

- **Main Menu**
- **Previous Menu**
- **Erase last keyed entry**
- **Change language**
- **Login to a different mailbox**
- **Make a call**
- **Disconnect the call**
- **Pause (press any key to resume)**

Mailbox Settings
The following are some basic settings available with your Voice Mail service.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox Size</td>
<td>Maximum amount of voice messages that can be left in a mailbox</td>
</tr>
<tr>
<td>Maximum Message Length</td>
<td>Maximum length of a voice message that can be left in the mailbox.</td>
</tr>
<tr>
<td>Greeting Length</td>
<td>Maximum length of recorded greeting for a mailbox</td>
</tr>
<tr>
<td>Duration of Saved Messages</td>
<td>Number of days a saved message can be kept in the mailbox, after which it will automatically be deleted.</td>
</tr>
<tr>
<td>Language Options</td>
<td>Upon mailbox initialization or at any time in the future you can select the default telephone language for your mailbox. You can also press ** + 4** to change the language setting.</td>
</tr>
</tbody>
</table>
Setting Up Your Voice Mail

1. From your phone, dial your business number or *298.
2. Enter the temporary PIN, “269266” or “COXCOM” and press #.
   
   Note: Depending on your phone line and caller ID setup, you may be prompted to enter your PIN or your 10-digit telephone number and PIN. For more information about Caller ID Masking setup, see Accessing Your Voice Mail with Caller ID Masking section in the right column.
3. To select your default language, press 1 for English or 2 for Spanish.
4. Set a new PIN for your account. It must be between 4 and 8 numbers. Enter your new PIN and press #.
5. Record your name.
6. Record a greeting or select the default system greeting.

Accessing Your Voice Mail

Cox Voice Mail service can be accessed in a variety of ways, depending on the phone line in use - business, remote, or home.

Your Phone + Your Number
Call your business number, when prompted, enter your PIN and press #.

Your Phone + *298
Dial *298, when prompted, enter your PIN and press #.

Remote Phone + Access Number
If you’re calling from a remote phone (not linked to your business number), dial the Voice Mail Access Number, enter your Mailbox ID, your PIN, and press #.

Remote Phone + Your Number
If you are calling from a remote phone, (not linked to your business number), dial your work number. When your greeting begins playing, press [*] + 5 then enter your Mailbox ID and PIN for voice mail access.

Access Older Messages (Post Migration)
Log in to your voice mail and press *5. This feature will be disabled after 30 days.

Accessing Your Voice Mail with Caller ID Masking

Caller ID Masking is a feature that allows businesses to display their main phone number for external calls, regardless of the actual number used to place the call.

Contact Cox Business to request the Caller ID Masking feature and / or to confirm whether your business has the feature enabled. If so, follow the process in the table below. (Note: There are no upfront costs or recurring charges for Caller ID Masking.)

### IP Centrex and VoiceManager Customers

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID is masked or unmasked</td>
<td>Dial *86 or *298 and enter PIN only</td>
</tr>
</tbody>
</table>

### Customers with Other Voice Services

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID is masked</td>
<td>Dial *298 and enter your 10-digit phone number and PIN</td>
</tr>
<tr>
<td>Caller ID is unmasked</td>
<td>Dial *298 and PIN only</td>
</tr>
</tbody>
</table>

Note: If you have not initialized your mailbox, dial *86 and enter your PIN.
Login Options

Follow the instructions below to log in to your voice mail, change your PIN, and configure login settings.

Access Path to Login Features
From the main menu, press 4 + 3.

1 Change PIN
Your temporary Personal Identification Number (PIN) is “269266” or “COXCOM.” Enter and re-enter your new PIN. When your PIN is confirmed, you are returned to the Login Options menu. (Note: You can change your PIN as desired.)

2 Fast Login
Fast login means that you don’t have to enter your Mailbox ID when calling from your own phone, which is enabled by default. Fast login has two options:

- Press 1 to enable/disable Fast Login.
- Press 2 to enable PIN Skip settings. (Note: PIN Skip allows you to bypass the requirement of inputting your PIN to retrieve your messages. PIN Skip is disabled by default.)

Allowed Login Attempts
You are allowed six (6) attempts before your voice mail account is locked out. The account will unlock automatically after one hour, or you can call Cox to have the account unlocked sooner.
Retrieve Messages
Press 1 in the Main Menu to retrieve Voice mail messages. While listening to messages, there are several user options. Press the keys for the functions described below at any time during a message playback to enact that option.

Access path to retrieve messages: From the main menu, press 1.

1 Listen and Replay Message
Press 1 to replay the message.

2 Respond To Message
Press 2 to reply to the sender.

3 Erase Message
Press 3 to delete the message.

# Save Message
Press # to save the message and move to the next message in queue.

4 Forward Message
Press 4 to forward the message to other recipients. (Note: Messages marked as Confidential cannot be forwarded.)

5 Play Message Header
Press 5 to get information about the message, like details regarding the sender and the time of receipt.

6 Mark Message New
Press 6 to mark a message that has been previously listened to as "new."

*7 Go To Previous Message
Press *7 to move backward to the previous message.

Send Messages
Press 2 from the Main Menu to send a new voice message. For each sent message, there are priority and confidentiality options, along with an option to schedule the message for future delivery. The recipient is identified by using a 10-digit telephone number or a two (2)-digit distribution list ID number (between 01-99) that represents multiple recipients.

When you create a distribution list and mistakenly enter an incorrect value for the ID number, you are prompted to re-enter the number. You may also record a name for the distribution list and press # to complete the process.

Access path to send a message: [Main] + 2

Step 1
Enter the phone number or distribution list ID followed by # when prompted.

Step 2
Enter additional recipients’ (phone numbers and/or distribution list IDs) followed by # when prompted. To finish adding recipients, press #.

Step 3
When you select recipients, you are prompted to record a message after the tone. When you press # after you record, you can:

1 Proceed to delivery
1 Send message with current settings
2 Change priority
3 Change confidentiality
6 Future delivery schedule
   Enter month/day, or # for delivery within 24 hours
   Enter the hour/minutes of delivery (1=AM, 2=PM)
   1 to confirm, or 2 to reconfigure delivery settings
9 Hear current settings
Greetings
The Greetings Menu is accessed by pressing 3 from the Main Menu, and provides all the options needed to configure your greeting(s). Additionally, included below are some informative settings regarding greetings options. Within the Greetings Menu, press the associated number shown below to configure as needed.

Access path to greetings: From the main menu, press 3

Number of Greetings
You can configure five standard greeting options, as well as a separate Out of Office greeting.

Custom or Default Greeting
The default greeting can be used, “[Recorded Name] can’t take your call now. You can leave a message…”, or you can record a customized greeting.

Maximum Greeting Length
Maximum length for a recorded greeting is three (3) minutes.

1 All Calls Greeting
The greeting is used when other greetings are not enabled.

2 No Answer Greeting
This greeting can be used when the line goes unanswered. (Example: “I am currently away from my desk…”)

3 Busy Greeting
A greeting that can be used when the line is busy. (Example: “I am currently on the phone…”)

5 Extended Absence Greeting
When enabled, this greeting takes precedence over all others. It allows callers to leave messages during your absence.

6 Recorded Name Greeting
Use this option to record your name only for the default system greeting.
Settings – Distribution Lists
Press 4 from the Main Menu to access the Mailbox Settings. One of the settings is Distribution Lists. A Distribution List is defined and used to quickly send messages to a group of voice mail users. The Distribution List Menu is accessed by pressing 1 from the Mailbox Settings Menu. This menu allows you to create, modify, and delete distribution lists. A distribution list might consist of a group of frequently used contacts, listed by telephone number.

There are two categories of distribution lists: Basic and Deluxe. The Basic option provides 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 telephone numbers while each Deluxe list can support up to 50 telephone numbers. After entering the Distribution List menu, press the number below for the associated functionality.

Direct key sequence to distribution lists: [Main] + 4 + 1

If distribution lists are already created:

1. Edit A Distribution List
   Each sub-option will prompt you through the specific process.

2. Add a new member
3. Remove a member
4. Delete the list
5. Hear all members
6. Rename the list (if a distribution list does not exist):

2. Create A New List
   Press 2 to create a new distribution list from scratch.
   • Enter an ID number for the list, between 1 - 99.
   • Record a name for the distribution list.

3. Hear All Existing Lists
   Press 3 to hear all current distribution lists.

Settings – Notifications
The Notification Settings Menu allows you to set up various forms of notifications, like outdial preferences, change outdial notification number, and notification schedules. From the Notifications Menu, customize your notifications for whatever delivery is required by pressing the associated number(s) below.

Access path to notifications: [Main] + 4 + 4

1. Notification Preferences
   This is the notification preferences menu: Press 2 to enable/disable outdial notifications. Press 3 to enable/disable pager notifications.

   Press 5 to enable/disable email notifications.

2. Outdial Notification Number
   Outdial notification will call a designated number to alert you of voice mail, and allow you to review it. If no outdial number has been configured, you will be prompted to input one. If an outdial number already exists, you will be asked if you would like to change it.

   (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.)

3. + 1 Outdial Notification Schedule
   Select Normal or Urgent priority, and select:

   1. to use the default outdial number.

   2. to configure an additional outdial number. Enter the days and times to receive outdial notifications.

4. Pager Notification Schedule
   Select Normal or Urgent priority and input the day and time you want to receive voice mail messages on a pager.

5. + 5 Email Notification (only with Unified Messaging or a similar function)
   Users with Cox Business Unified Messaging can add an email address in MyAccount to receive email notification. Contact a COX representative for more information.
Enable/disable email notification by pressing 5 from the Notifications menu. Once enabled, you will receive an email notification once the voice mail is received.

**Edit/Review Notification Schedule**
This allows you to add/or delete the current notification schedule.

Press 1 for Out-Dial or 2 for Pager and press 1 for Urgent or 2 for Normal priority.

Press 1 to delete the schedule or 2 to hear the next schedule.

---

**Settings – Message Handling**

The Message Handling settings allow you to customize how voice mail messages will be played when logged in. It offers options for Header and Body playback, and how to handle urgent messages for review. Press the associated button, below, from the Message Handling Menu to make changes.

**Access path to message handling:**

**Main** + 4 + 5

1. **Urgent Messages First**
Enable/disable the playing of urgent messages at the front of your message queue. The system will announce the current status of the setting.

2. **Automatic Message Play**
Enable/disable the automatic playing of new messages upon login. The system will announce the current status of the setting.

3. **Playback Options Menu**

**Message Handling Change Menu for any of the above:**

- Press 1 to hear the message Header only.

- Press 2 to hear the message Body only.

- Press 3 to hear both the Header and the Body.
Settings – Delete Confirmation

Press 4 from the Main Menu to access Mailbox Settings, then press 9 for Message Deletion Confirmation. These settings allow you to decide whether a confirmation will occur when you choose to delete a message.

**Access path for delete confirmation:**

Main + 4 + 9

Upon entering this menu, the current status of the setting will be announced:

Press 1 to update this option. Press 2 to keep the current setting.

Handle Incoming Calls

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

Group mailboxes allow you to have multiple phone numbers connected to the same voice mail box. You can have up to 99 telephone numbers that connect to the same group voice mail box from each number. Press the associated button, below, from the Handle Incoming Calls Menu for the specified feature. For help setting up group or extension mailboxes, please contact a Cox representative.

**Access path for handling incoming calls:**

Main + 6

2 Group Mailbox Settings
Configure your group mailbox settings:

Press 1 to enable/disable group mailbox.

4 Inbound Call Settings
Configure your secondary multiline number inbound call settings:

Press 1 to change the Greeting settings for group and extension mailboxes.
Review Outgoing Messages

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

Access Path To Review Outgoing Messages: [Main] + 7

1 Reminders
Configure your Reminder settings:

1 to Schedule a Reminder:

One-Time Reminder: Press 1 then follow the prompts to enter the month and day for delivery, then record your message.

Daily Reminder: Press 2 then:

- Press 1 for an Everyday Reminder.
- Press 2 for a Weekday Reminder.
- Press 3 for a Weekend Reminder.

Enter the hour and minute for delivery (1=AM, 2=PM). When the time is confirmed by pressing 1 again, you will be prompted to record the message, then confirm or re-record as needed.

2 to work with an Existing Reminder:

One-Time Reminders: Press 1 then:

- To play the reminder, press 1
- To reschedule a reminder, press 2
- To re-record a reminder, press 3
- To cancel the reminder, press 4
- To continue to the next reminder, press #

Daily Reminder: Press 2 then:

- To play the reminder press 1
- To reschedule a reminder press 2
- To re-record a reminder press 3
- To cancel the reminder press 4
- To continue to the next reminder press #

Configure your Future Messages for Delivery settings:

1 To keep the current settings
2 To listen to the message
3 To re-record the message
4 To reschedule to the message
6 To cancel delivery
# Voice Mail Access Numbers

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

<table>
<thead>
<tr>
<th>Arkansas</th>
<th>Iowa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bentonville 479-657-6245</td>
<td>Council Bluffs 402-934-6000</td>
</tr>
<tr>
<td>Eureka Springs 479-363-6245</td>
<td>Idaho</td>
</tr>
<tr>
<td>Fayetteville 479-445-6245</td>
<td>Sun Valley 208-928-6245</td>
</tr>
<tr>
<td>Ft. Smith 479-434-6245</td>
<td>Kansas</td>
</tr>
<tr>
<td>Gravette 479-344-6245</td>
<td>Salina 785-404-6245</td>
</tr>
<tr>
<td>Rogers 479-899-6245</td>
<td>Topeka 785-215-6245</td>
</tr>
<tr>
<td>Springdale 479-419-5245</td>
<td>Wichita 316-260-6245</td>
</tr>
<tr>
<td>Van Buren 479-262-6245</td>
<td>Louisiana</td>
</tr>
<tr>
<td>Arizona</td>
<td></td>
</tr>
<tr>
<td>Phoenix from area code 623 322-6245</td>
<td>Baldwin 337-578-6065</td>
</tr>
<tr>
<td>from area code 602 795-6245</td>
<td>Baton Rouge 225-223-6800</td>
</tr>
<tr>
<td>from area code 480 699-6245</td>
<td>Breaux Bridge 337-442-6065</td>
</tr>
<tr>
<td>Tucson 520-207-7000</td>
<td>Crowley 337-250-4065</td>
</tr>
<tr>
<td>California</td>
<td></td>
</tr>
<tr>
<td>Orange County 949-388-6245</td>
<td>Kaplan 337-285-6065</td>
</tr>
<tr>
<td>Santa Barbara 805-845-6245</td>
<td>Lafayette 337-412-6065</td>
</tr>
<tr>
<td>San Diego from area code 619 334-6245</td>
<td>Morgan City 985-221-6065</td>
</tr>
<tr>
<td>San Diego from area code 760 444-6245</td>
<td>New Iberia 337-256-5065</td>
</tr>
<tr>
<td>San Diego from area code 858 345-6245</td>
<td>New Orleans 504-304-6245</td>
</tr>
<tr>
<td>Connecticut</td>
<td></td>
</tr>
<tr>
<td>from area code 203 439-6245</td>
<td>Rayne 337-393-2065</td>
</tr>
<tr>
<td>from area code 860 436-6245</td>
<td>Saint Martinville 337-342-2065</td>
</tr>
<tr>
<td>Florida</td>
<td>Ohio</td>
</tr>
<tr>
<td>Ft. Walton Beach 850-226-6065</td>
<td>Cleveland 216-712-6245</td>
</tr>
<tr>
<td>Gainesville 352-505-6065</td>
<td>Oklahoma</td>
</tr>
<tr>
<td>Ocala 352-390-6265</td>
<td>Oklahoma City 405-600-6245</td>
</tr>
<tr>
<td>Pensacola 850-791-6065</td>
<td>Broken Arrow 918-806-6065</td>
</tr>
<tr>
<td>Georgia</td>
<td>Nebrasaka</td>
</tr>
<tr>
<td>Macon 478-257-6065</td>
<td>Tulsa 918-728-6245</td>
</tr>
<tr>
<td></td>
<td>Omaha 402-932-6245</td>
</tr>
<tr>
<td></td>
<td>Nevada</td>
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<tr>
<td>---------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Las Vegas 702-445-6245</td>
</tr>
<tr>
<td></td>
<td>Rhode Island</td>
</tr>
<tr>
<td></td>
<td>Rhode Island 401-270-6245</td>
</tr>
<tr>
<td></td>
<td>Virginia</td>
</tr>
<tr>
<td>Hampton Roads</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Chesapeake</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Norfolk</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Portsmouth</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Virginia Beach</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Hampton</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Newport News</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Williamsburg</td>
<td>757-369-6245 or 757-321-6245</td>
</tr>
<tr>
<td>Middle Peninsula</td>
<td>757-969-6245</td>
</tr>
<tr>
<td>Roanoke</td>
<td>540-400-6457</td>
</tr>
<tr>
<td>Upper Peninsula(Hayes)</td>
<td>804-824-9245</td>
</tr>
<tr>
<td>Northern Virginia</td>
<td>703-992-6245</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

What is an extension mailbox, how do I set it up, and how many mailboxes can be attached?

Extension mailboxes enable businesses to share a group of mailboxes, but route incoming calls to one main voicemail number. They include a primary mailbox and up to nine (9) additional boxes. Each has characteristics of standard voice mailboxes and must be activated by an authorized user before they can be used. Once activated, log in to the mailbox, change the PIN, record your greeting and your name.

Other employees can set up extension mailboxes individually; however, an office administrator can set up two or more mailboxes and navigate between them.

From the standard group mailbox menu, press 6-2-2 on your keypad to access the next activated extension mailbox.

Some Cox Voice customers have telephone number masking which displays a different phone number for caller ID than the connected phone line. One example might be when a CEO makes a call from his private line, the caller ID number displays as the main office number rather than the number on his desk. If we have telephone number masking on our lines, how does it impact our ability to use Cox Voice Mail?

Cox Business only masks telephone numbers upon your request, and there is no upfront or recurring charge for this service. If you are unsure about whether or not your telephone lines are masked, contact a Cox representative. If your lines are masked, follow this process to initialize and check your voice mail:

For IP Centrex and VoiceManager Customers

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
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</tr>
<tr>
<td>Caller ID is unmasked</td>
<td>Dial *298 and PIN only</td>
</tr>
</tbody>
</table>

Note: If you have not initialized your mailbox, dial *86 and enter your PIN.
Do I have to mask my phone lines? How can I adjust this setting?

Telephone number masking is common for many businesses who want their main phone number to appear in caller ID receivers, regardless of which line places a call. In these instances, Cox Business will set up masking to use the main number as the caller ID.

Cox Business only masks telephone numbers upon request and does not include additional charge(s).

Can I receive voice mail notification to my alphanumeric pager?

Cox Business offers a pager notification option when you receive voice mail. All pager notifications are routed to a pager email address, not a telephone number.

Once you have identified the email address for sending messages to your pager, typically in a 1234567890@paging.provider.com format, contact a Cox Representative to add pager notification preferences to your voice mailbox.

What does the message look like in my pager?

**When a voice message is deposited, you receive:**

-----Original Message-----
From: Cox Communications [mailto:postmaster@uc.lkhnlab.cox.net]
Sent: Sunday, January 27, 2013 8:47 PM
To: Carter, Angelise (CCI-Atlanta)
Subject: New Voice Msg | 01/27/2013 | 08:46PM (EST) | Caller: (732)111-0000 | 2 new | 0 saved | 1 fax |

**When a fax message is deposited, you receive:**

-----Original Message-----
From: Cox Communications [mailto:postmaster@uc.lkhnlab.cox.net]
Sent: Sunday, January 27, 2013 9:23 PM
To: Carter, Angelise (CCI-Atlanta)
Subject: New Fax Msg | 01/27/2013 | 09:22PM (EST) | Caller: (732)555-2468 | 3 new | 0 saved | 2 fax |
If we use a Cox Business virtual telephone number, how do we set up and use voice mail?

Most voice mail users have a desk phone line, which rolls calls to a voice mailbox. Customers with virtual telephone numbers (TNs) do not have a physical desk phone for this number. If you use voice mail with a Cox virtual TN, refer to the tips listed below.

- If you have a virtual TN, the related voice mailbox should be pre-set by Cox voice mail teams. If you cannot access the box from a valid access number, contact a Cox representative to make sure that the mailbox is initialized.
- When you log in to the mailbox, you need to update the PIN, record a new greeting, and record your name.
- Use voice mail and features as necessary.

We need to update the greeting in a voice mailbox, but not allow any callers to leave a message. Can we configure this with standard voice mail?

CB Voice mail offers multiple greetings options for users. One greeting is the Extended Absence Greeting, and with this greeting, you can customize a greeting and prevent callers from leaving a message after the greeting. Configure an Extended Absence Greeting by pressing “5” from the Greetings menu. When the greeting is active, you can choose whether or not you want to allow callers to leave a message.