



Cox Business Voice Mail User Guide

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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.

- * + 1 Main Menu
- * + 2 Previous Menu
- * + 3 Erase last keyed entry
- * + 4 Change language
- * + 5 Login to a different mailbox
- * + 8 Make a call
- * + 9 Disconnect the call
- 8 Pause (press any key to resume)

Mailbox Settings

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

DESCRIPTION		VALUE
Mailbox Size	Maximum amount of voice messages that can be left in a mailbox	50 Minutes
Maximum Message Length	Maximum length of a voice message that can be left in the mailbox.	5 Minutes
Greeting Length	Maximum length of recorded greeting for a mailbox	3 Minutes
Duration of Saved Messages	Number of days a saved message can be kept in the mailbox, after which it will automatically be deleted.	31 Days
Language Options	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.	English or Spanish

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

If...	Then...
Caller ID is masked or unmasked	Dial *86 or *298 and enter PIN only

Customers with Other Voice Services

If...	Then...
Caller ID is masked	Dial *298 and enter your 10-digit phone number and PIN
Caller ID is unmasked	Dial *298 and PIN only



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.

1 Add a new member

2 Remove a member

3 Delete the list

4 Hear all members

5 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.)

5 + **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.

5 + **2** Pager Notification Schedule

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

1 + **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.

6 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 **#**

2 Review Future Messages For Delivery

Configure your Future Message 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.

Arkansas		Iowa	
Bentonville	479-657-6245	Council Bluffs	402-934-6000
Eureka Springs	479-363-6245	Idaho	
Fayetteville	479-445-6245	Sun Valley	208-928-6245
Ft. Smith	479-434-6245	Kansas	
Gravette	479-344-6245	Salina	785-404-6245
Rogers	479-899-6245	Topeka	785-215-6245
Springdale	479-419-5245	Wichita	316-260-6245
Van Buren	479-262-6245	Louisiana	
Arizona		Abbeville	337-385-2065
Phoenix from area code 623	322-6245	Baldwin	337-578-6065
from area code 602	795-6245	Baton Rouge	225-223-6800
from area code 480	699-6245	Breaux Bridge	337-442-6065
Tucson	520-207-7000	Crowley	337-250-4065
California		Delcambre	337-490-6065
Orange County	949-388-6245	Kaplan	337-285-6065
Santa Barbara	805-845-6245	Lafayette	337-412-6065
San Diego from area code 619	334-6245	Morgan City	985-221-6065
San Diego from area code 760	444-6245	New Iberia	337-256-5065
San Diego from area code 858	345-6245	New Orleans	504-304-6245
Connecticut		Rayne	337-393-2065
from area code 203	439-6245	Saint Martinville	337-342-2065
from area code 860	436-6245	Ohio	
Florida		Cleveland	216-712-6245
Ft. Walton Beach	850-226-6065	Oklahoma	
Gainesville	352-505-6065	Oklahoma City	405-600-6245
Ocala	352-390-6265	Broken Arrow	918-806-6065
Pensacola	850-791-6065	Coweta	918-279-6065
Georgia		Tulsa	918-728-6245
Macon	478-257-6065	Nebraska	
		Omaha	402-932-6245

Nevada	
Las Vegas	702-445-6245
Rhode Island	
Rhode Island	401-270-6245
Virginia	
Hampton Roads	757-369-6245 or 757-321-6245
Chesapeake	757-369-6245 or 757-321-6245
Norfolk	757-369-6245 or 757-321-6245
Portsmouth	757-369-6245 or 757-321-6245
Virginia Beach	757-369-6245 or 757-321-6245
Hampton	757-369-6245 or 757-321-6245
Newport News	757-369-6245 or 757-321-6245
Williamsburg	757-369-6245 or 757-321-6245
Middle Peninsula	757-969-6245
Roanoke	540-400-6457
Upper Peninsula (Hayes)	804-824-9245
Northern Virginia	703-992-6245

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

If...	Then...
Caller ID is masked or unmasked	Dial *86 or *298 and enter PIN only

For Customers with Other Voice Services

If...	Then...
Caller ID is masked	Dial *298 and enter your 10-digit phone number and PIN
Caller ID is unmasked	Dial *298 and PIN only



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.