

VoiceManager Administrator Quick Reference Guide

THIS QUICK REFERENCE GUIDE IS DESIGNED TO HELP YOU, as a Cox Business VoiceManagerSM administrator, familiarize yourself with primary functional tools in MyAccount and perform common admin tasks. For more information on these and other responsibilities, go to www.cox.com/usingvoicemanager and click the Resource Center link.

Add a User

1. Log into VoiceManager MyAccount with your administrator username and password.
2. From the Profile Administration menu, click the Manage Users/Roles/Accts option and the Add New User link in the bottom right corner.
3. Enter the user's email address, first/last name, and primary telephone number.
4. From the Assign Account Access Permissions section, check the first box only if you want the user to have full administrator rights.
5. From the Account drop-down menu, select the account to which you are adding the user.
6. From the Select Roles section, check the role(s) you want the user to have and click the Save link.
7. Proceed to the next page and follow the steps in the Assign a Telephone Number section as necessary.

ADD A NEW USER TO YOUR MY ACCOUNT PROFILE

* denotes required field

Username (must be a valid E-mail address) *	<input type="text" value="bbaker@ipc.com"/>
User's First Name *	<input type="text" value="Bob"/>
User's Last Name *	<input type="text" value="Baker"/>
Primary Office Number *	<input type="text" value="555"/> - <input type="text" value="512"/> - <input type="text" value="3900"/>

ASSIGN ACCOUNT ACCESS PERMISSIONS

☒ Check this box to indicate the user is a full My Account Profile Administrator. This will supersede all role assignments and grant the user unlimited access to all accounts and features of your My Account Profile.

Account	Select Roles
<input type="text" value="ipc"/> ▼	<input checked="" type="checkbox"/> Administrator

Want to define another Role? [Click here to create a new role.](#)

Assign a Telephone Number

1. From the Voice Administration menu, click the Manage Phone Numbers link.
2. Select the user to which you want to assign the number.
3. Select the radio button of the VoiceManager or IP Centrex number you want to assign.
4. Click the Assign Number link.
5. Check the Send CBVM Welcome E-Mail checkbox to inform the user of their phone number.

Manage phone numbers associated with your account.

Grant your users permission to access and utilize phone numbers and advanced call control tools.

MANAGE PHONE NUMBER ASSIGNMENTS

Currently editing account: IPC - James

Users associated with this Profile

Hable, Jable (401-615-2023)	Highlight a username then assign a phone number by selecting one from the list below. <input checked="" type="checkbox"/> Send CBVM Welcome E-Mail + ASSIGN NUMBER UNASSIGN
Court, Ricardo (401-615-2390)	
Smith, Sally (401-615-2458)	
Hable, Tebow (401-615-5473)	
Baker, Bob	
Jones, Ellen	
Prescott, Angela	
TEAM, CES	

Available Phone Numbers

☐ 401-615-5381
☒ 401-615-5417
☐ 401-615-5807

If you require phone number feature changes or deletes, please contact Customer Support 24 hours a day at 1-866-272-5777.

Activate and Deactivate Features for Users

1. From the Voice Administration menu, click the Users link.
2. Click Search to display all users.
3. Locate the user you want to modify features for and click the Edit link.
4. Navigate to the type of feature you want to add or modify for that user and complete the steps. For example, to activate or deactivate a feature such as Call Forwarding, click Incoming Calls, select the feature and turn it on or off for that user.
5. Click Apply to save and OK to return to the previous menu.

[Help](#) | [Using VoiceManager](#)

USERS

Add a new user or manage existing users in your department or group.

Enter search criteria below

Last Name Starts With

Last Name	First Name	Department	Phone Number	E-mail Address	In Trunk Group	Edit
Court	Ricardo	238313015003	+1-4016152390	-	-	Edit
Hable	Jable	238313015003	+1-4016152023	-	-	Edit



Log in as Another User

1. Log into MyAccount with your admin username and password.
2. From the MyAccount menu, click the Log In As link.
3. Select the Log In As Another User radio button.
4. Highlight the User and click the Save link.
5. Select and configure any feature for that user.

This feature allows you to log into MyAccount as another user to change user specific settings. After doing so you can also switch back to yourself from this screen.

LOG IN AS

☐ Log in as me (Hable,Tebow)

☒ Log in as another user

Baker,Bob
Court,Ricardo
Hable,Jable
Jones,Ellen
Prescott,Angela

→ SAVE

Delete an Existing User

1. Log into VoiceManager MyAccount with your administrator username and password.
2. From the Profile Administration menu, click the Manage Users/Roles/Accts option.
3. Select the Users tab and click the View link of the person you want to remove.
4. Click the Delete User link in the lower right corner.

EDIT AN EXISTING USER ASSOCIATED WITH YOUR MY ACCOUNT PROFILE

* denotes required field

Username (must be a valid E-mail address) *

User's First Name *

User's Last Name *

Primary Office Number * - -

ASSIGN ACCOUNT ACCESS PERMISSIONS

☐ Check this box to indicate the user is a full My Account Profile Administrator. This will supersede all role assignments and grant the user unlimited access to all accounts and features of your My Account Profile.

Account

Select Roles

☐ Administrator

Want to define another Role? [Click here to create a new role.](#)

→ SAVE → CANCEL

→ DELETE USER

Access and Change User Password

Manage customer Usernames and Profiles with this page.

For more extensive 'Customer User' controls, view the 'Manage Users/Roles/Accts' link in the customer Profile Administration area (for a Retail user) or the 'Manage Users/Roles' link in Access management area (for a Wholesale User).

MANAGE MY ACCOUNT USERS

User	Tebow Hable (hable10@cox.com) ▼
Reset Password	<input type="text"/>
Confirm Password	<input type="text"/> + OK

Reset User Password Lockout

1. Instruct the user to login to MyAccount with their email address and click the "Forgot Your Password?" link; then the user must follow the prompts.
2. For administrators: To reset an existing password, follow the steps to delete the specific user and add the user back into the system. (Note: An email with a temporary password is sent to the user automatically.)



Go to www.cox.com/usingvoicemanager and use the following steps to access many helpful resources.

Under the Resource Center heading link:

1. IP Centrex and VoiceManager User Guides
2. IP Centrex and VoiceManager Administrator Guides
3. VoiceManager Toolbar capabilities
4. Current webinar schedule and recorded webinars

Within the Personal Features section: the IP Centrex and VoiceManager user features (located at the bottom of the page)

In the Telephone Guides section: more information on our Internet protocol and analog telephone options

