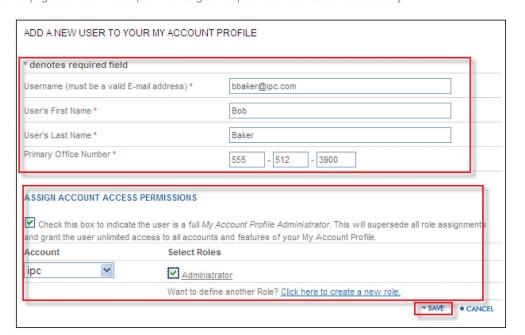
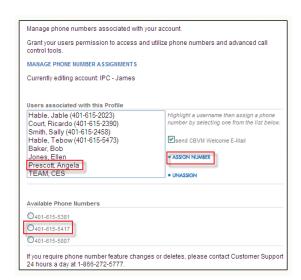


THIS QUICK REFERENCE GUIDE IS DESIGNED TO HELP YOU, as a Cox Business VoiceManagerSM administrator, familiarize yourself with primary functional tools in MyAccount and perform common admin tasks. For more information on these and other responsibilities, go to www.cox.com/usingvoicemanager and click the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





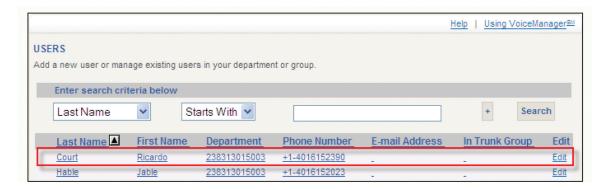
Assign a Telephone Number



- **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.

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.

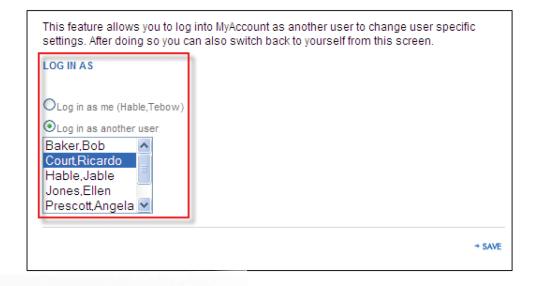






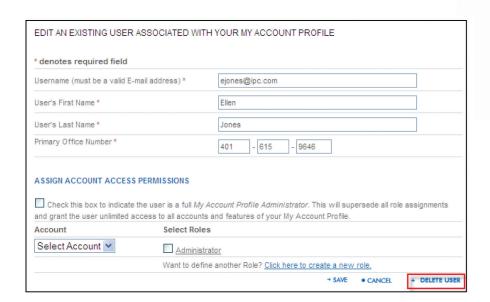
Log in as Another User

- 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.



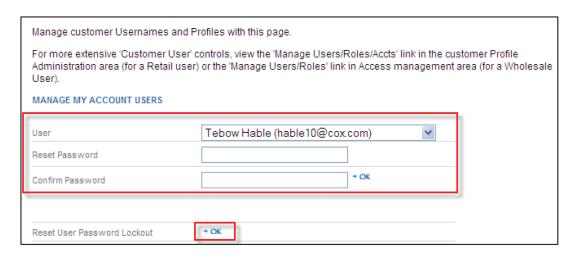
Delete an Existing User

- 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.





Access and Change User Password



- 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