

The background features a complex geometric pattern of overlapping hexagons in shades of blue and grey. A stylized globe is positioned in the lower center, partially obscured by the text. Various icons are scattered throughout: a shield, a play button, a laptop, and a telephone handset, some within hexagons and others floating. A curved white line with arrows at its ends is also visible.

# Cox Business VoiceManager Administrator Guide

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## Getting Started with Cox Business VoiceManager

When you are registered as a user of the Cox Business VoiceManager application, you will receive a welcome email from [myaccount@coxbusiness.com](mailto:myaccount@coxbusiness.com). The email provides your username and password, and contains a link to the MyAccount Portal, through which you can access and manage your VoiceManager features.

Figure 1 shows a sample welcome email that new **MyAccount** customers receive.

**Figure 1: Welcome Email (sample)**



### ***VoiceManager Roles***

The functionality provided for VoiceManager depends on the role you have been assigned. Refer to the following sections to view the options available to you.

#### **Profile Owners/Profile Administrators**

MyAccount Management allows you to:

- Create and edit users
- Create and manage unique roles and individual privileges
- Assign access rights and permissions
- Edit locations and names
- Update customer-specific information for technical, billing and marketing communications
- Log in as a different user



**Note:** Profile Owners cannot be deleted from an account.

## End Users

End Users can navigate MyAccount according to the permissions that an administrator has assigned to them, such as:

- Billing permissions (can view or pay bill)
- Repair Request permissions (can create repair requests)
- Data Supervisor permissions (can create service orders and repair requests; and view all reports)
- Service and Repair Reports (can view those types of reports)
- Service Order entry (can create requests for service)

For more information, see the *Manage Users* section of this guide.

## Activating Your Account

Complete the following steps to go to the MyAccount Portal and activate your account.

1. Click the embedded link in the email to complete the registration process. You should see the phrase, "Congratulations, you have successfully activated your account."
2. Click **Go to Login Page**.
3. Complete the personalized **Secret Question and Answer**.



**Note:** The answer must be 5-20 characters in length.

4. Complete the **Contact Options** and **Preferences** information.
5. Click the **Save** button.

## Accessing the MyAccount Portal

As an administrator, you can view and configure resources and company-level features of a group using VoiceManager Tools. To access VoiceManager Tools, you must log in to the MyAccount Portal. Use the following steps to log into the MyAccount Portal:



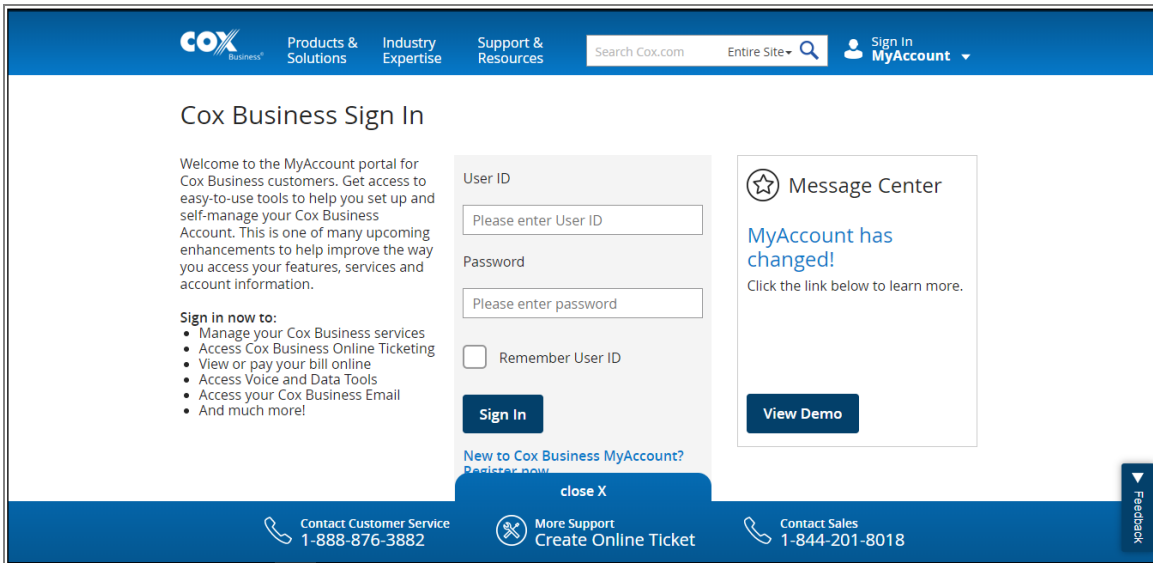
**Note:** Within this guide, the word **Group** references all Cox Business **VoiceManager** lines, services and accounts that your company has within this specific business profile.

1. Enter **myaccount.coxbusiness.com** in your web browser to open the **MyAccount Portal** home page.
2. Enter your assigned login name in the **User ID** field. Your login name/email address has been set up by your company's MyAccount administrator or Cox (for new administrators.)
3. Enter your **Password** in the corresponding field.



**Note:** All first-time users are prompted to change their password.

**Figure 2: MyAccount Login Page**



**Cox Business Sign In**

Welcome to the MyAccount portal for Cox Business customers. Get access to easy-to-use tools to help you set up and self-manage your Cox Business Account. This is one of many upcoming enhancements to help improve the way you access your features, services and account information.

**Sign in now to:**

- Manage your Cox Business services
- Access Cox Business Online Ticketing
- View or pay your bill online
- Access Voice and Data Tools
- Access your Cox Business Email
- And much more!

**User ID**

Please enter User ID

**Password**

Please enter password

☐ Remember User ID

**Sign In**

[New to Cox Business MyAccount? Register now.](#)

**Message Center**

**MyAccount has changed!**

Click the link below to learn more.

**View Demo**

**Footer:**

- Contact Customer Service: 1-888-876-3882
- More Support: Create Online Ticket
- Contact Sales: 1-844-201-8018
- Feedback

4. Click the **Sign In** button.

**Result:** The **MyAccount Portal** home page appears.

The MyAccount Portal home page shows the user's name in the upper left corner, along with the profile owner or administrator's name, email, and primary contact's phone number for the account (see *Figure 5*).

As you scroll down the page, the feature and administration options display according to permissions you have been granted.

## MyAccount Portal Home Screen

The following sections provide a brief description for each of the major components on the MyAccount Portal Home screen.

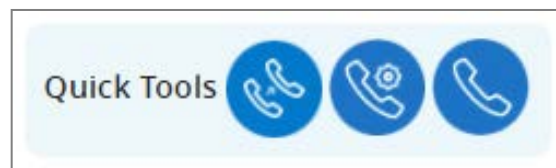


**Note:** For more information about the MyAccount Portal, refer to the *MyAccount Portal User Guide*.

### Quick Tools

The Quick Tools icons provide easy access to Call Forwarding, VoiceMail and Voice Tools, depending on the voice services that have been purchased for your account and the permission level you have been assigned.

**Figure 3: Quick Tools**

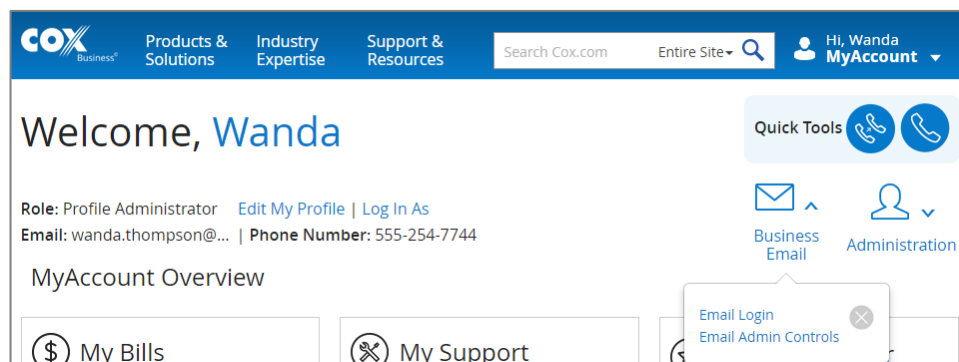


### Business Email

Click the **Business Email** dropdown arrow to log in to your Cox Business email or access the Cox Business Email Customer Control Panel, where you can self-manage your company's email accounts.

If you need help to set up your company's E-mail or have any questions, go to <http://support.coxbusiness.com> or call (866) 272-5111.

**Figure 4: Business Email**



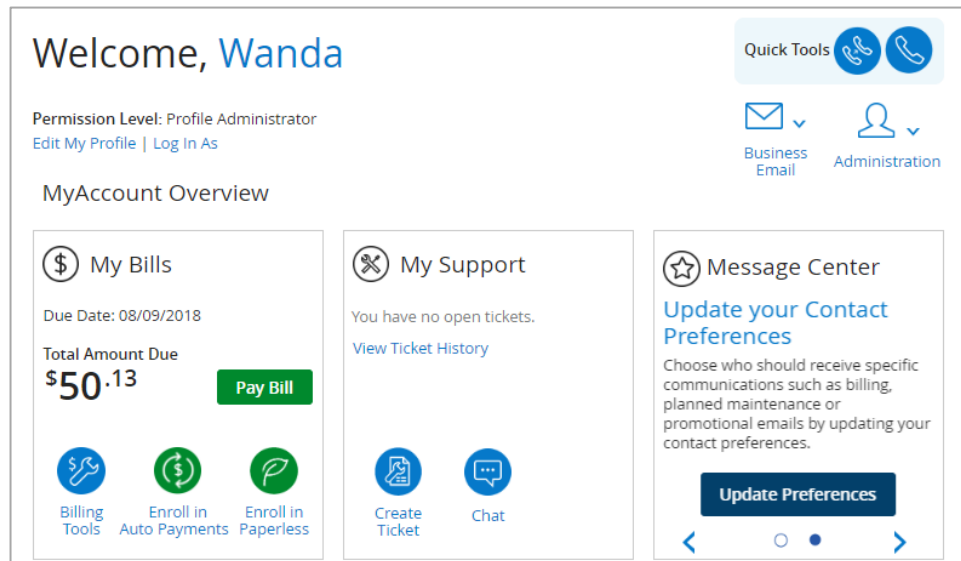


## MyAccount Overview

The **MyAccount Overview** section of the Home screen provides options to:

- Edit your profile or change your password
- Pay bills and access billing functions using the Billing Panel
- Quickly submit and resolve service issues using the Online Ticketing Panel
- View messages and access more information in the Message Center Panel

**Figure 5: MyAccount Overview**



## Edit My Profile Link

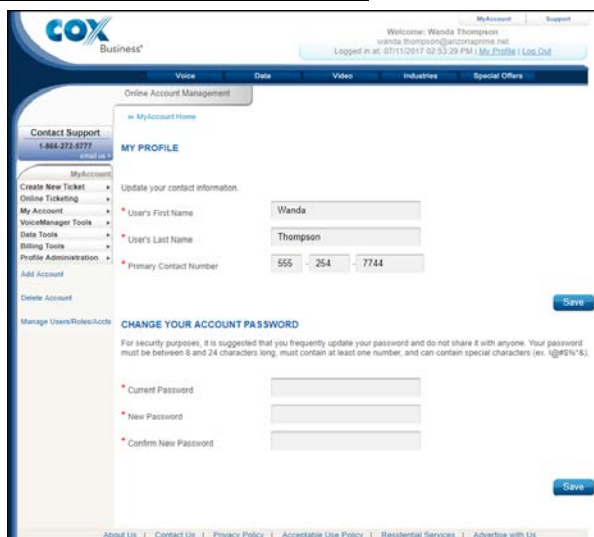
### Update Contact Information

1. Click **Edit My Profile** (see *Figure 5*) to open the Online Account Management screen.
2. Change information as needed in the **My Profile** section (see *Figure 6*).
3. Click the **Save** button.

### Change Account Password

1. Click **Edit My Profile** to open the **Online Account Management** screen.
2. In the *Change Your Account Password* section, enter your current password in the **Current Password** field.
3. Enter the new password in the **New Password** field and then re-enter the new password in the **Confirm New Password** field.
4. Click the **Save** button.

**Figure 6: Online Account Management Screen**



## Log In As Link

You can log in as another user assigned to the account to change that user's settings or configure VoiceManager Tools, VoiceManager Tool Bar, and VoiceMail for the user.

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Log In As** from the Account Administration menu (see *Figure 8*).

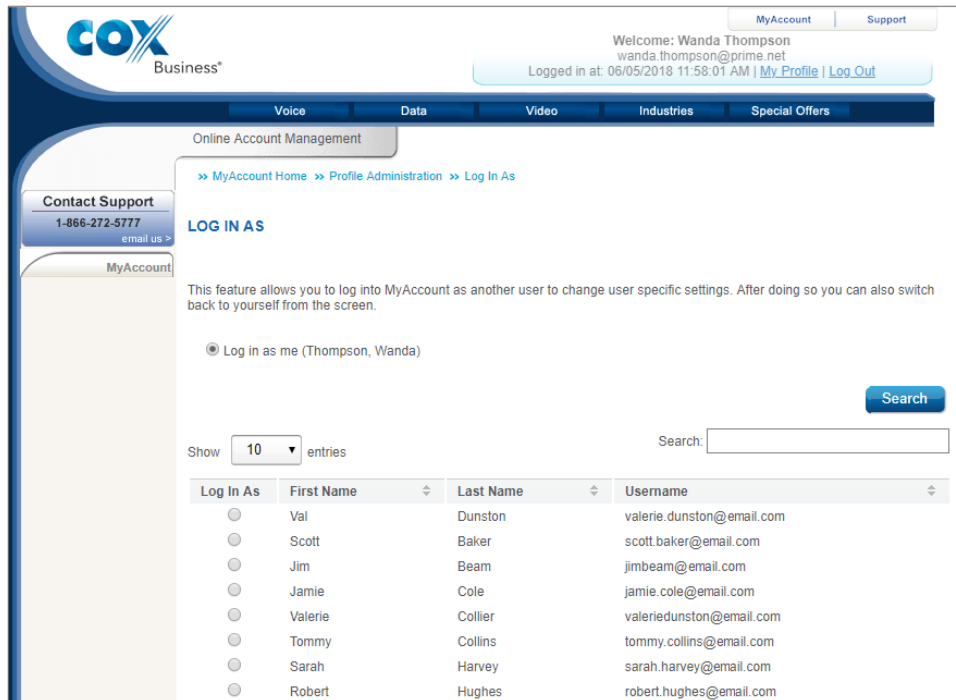
**Result:** The Log In As screen opens.



**Note:** You can also click the **Log In As** link in the My Profile section of the Home screen.

3. Click the radio button next to the user you want to log in as and click the **Save** button.
4. Proceed to select and configure any feature for that user.

**Figure 7: Log In As**



Welcome: Wanda Thompson  
wanda.thompson@prime.net  
Logged in at: 06/05/2018 11:58:01 AM | [My Profile](#) | [Log Out](#)

[MyAccount](#) | [Support](#)

Voice | Data | Video | Industries | Special Offers

Online Account Management

[Contact Support](#)  
1-866-272-5777  
[email us >](#)

[MyAccount](#)

[MyAccount Home](#) > [Profile Administration](#) > [Log In As](#)

### LOG IN AS

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 the screen.

☒ Log in as me (Thompson, Wanda)

Show  entries

Log In As	First Name	Last Name	Username
<input type="radio"/>	Val	Dunston	valerie.dunston@email.com
<input type="radio"/>	Scott	Baker	scott.baker@email.com
<input type="radio"/>	Jim	Beam	jimbeam@email.com
<input type="radio"/>	Jamie	Cole	jamie.cole@email.com
<input type="radio"/>	Valerie	Collier	valeriedunston@email.com
<input type="radio"/>	Tommy	Collins	tommy.collins@email.com
<input type="radio"/>	Sarah	Harvey	sarah.harvey@email.com
<input type="radio"/>	Robert	Hughes	robert.hughes@email.com

## Account Administration

**VoiceManager** Group Administrators are responsible for configuring the MyAccount Portal's functionality as it relates to the company's business needs, as well as access rights for its employees based on their roles and responsibilities. The **Administration** menu options help administrators perform multiple tasks associated with these areas.

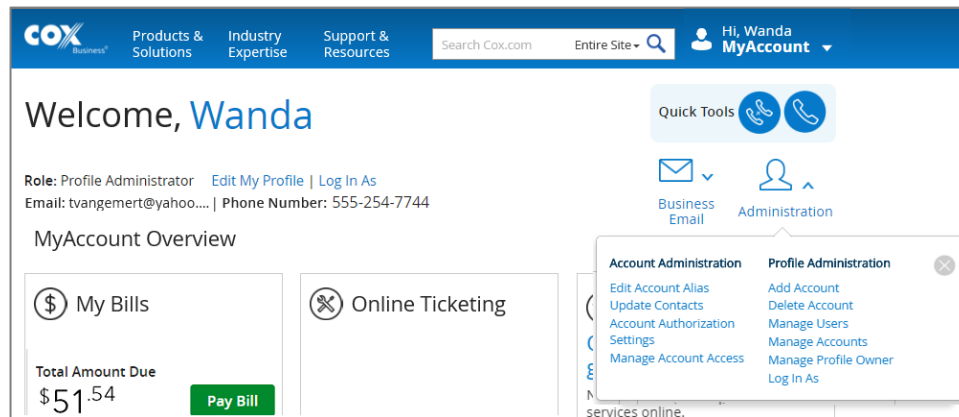
Click the **Administration** dropdown arrow to access the Account Administration menu. From the Account Administration menu, you can:

- Edit the alias (code name) you have assigned to an account
- Update contact preferences that Cox can use to share proactive maintenance notifications, network upgrade details or product enhancement announcements
- Manage account authorization settings, such as the Cox PIN code for the account, authorized users and a secret question and answer
- Add or remove the ability for users within your organization to access an account




**Note:** The Administration icon only displays if you are if you are a profile owner, profile administrator or an end user who has been granted administrative access to certain features.

**Figure 8: Administration**

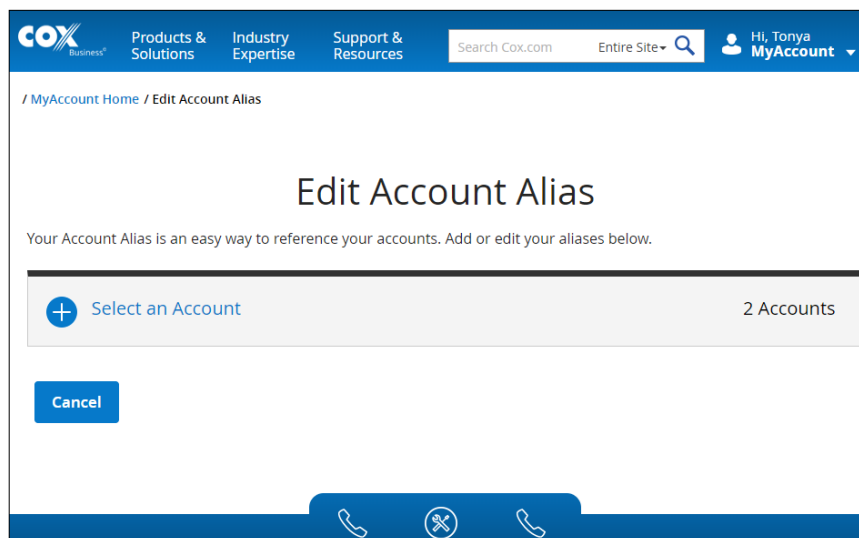


## Edit Account Alias

Your Account Alias is an easy way to reference your accounts. Use the following steps to add or edit your aliases.

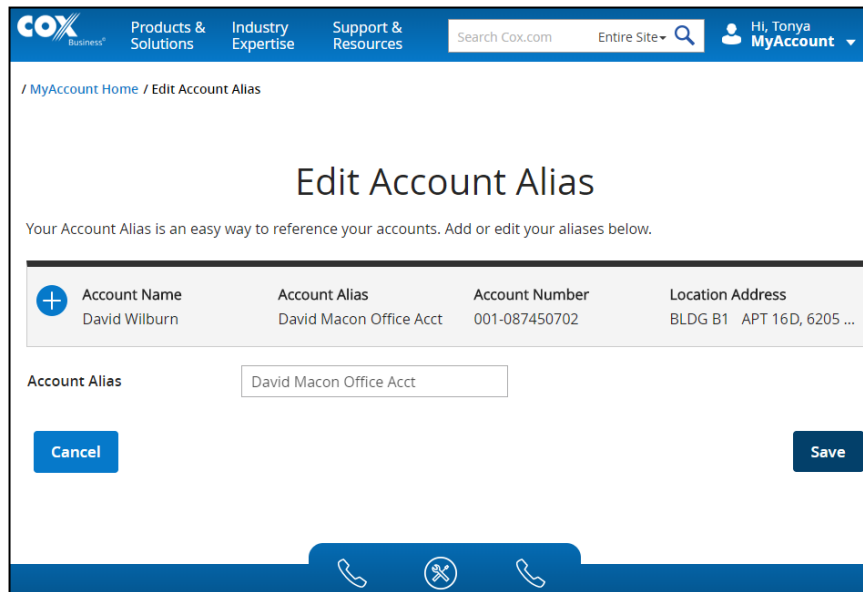
1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Edit Account Alias** from the Account Administration menu (see *Figure 8*).  
**Result:** The Edit Account Alias screen opens.
3. If you have more than one account, click the plus sign  to expand your list of accounts and select the account to change.

**Figure 9: Edit Account Alias Screen**



4. In the **Account Alias** field, type the alias that will be assigned to the selected account.

**Figure 10: Account Alias Field**



The screenshot shows the 'Edit Account Alias' page. At the top, there's a navigation bar with 'COX Business' logo, 'Products & Solutions', 'Industry Expertise', 'Support & Resources', a search bar, and a user profile 'Hi, Tonya MyAccount'. Below the navigation bar, the page title is 'Edit Account Alias'. A message states: 'Your Account Alias is an easy way to reference your accounts. Add or edit your aliases below.' Below this is a table with account details:

Account Name	Account Alias	Account Number	Location Address
David Wilburn	David Macon Office Acct	001-087450702	BLDG B1 APT 16D, 6205 ...


Below the table, there's a form to edit the account alias. The 'Account Alias' field is labeled and contains the text 'David Macon Office Acct'. There are 'Cancel' and 'Save' buttons at the bottom of the form.

5. Click the **Save** button to save your changes.

## Update Contacts

We strongly recommend that you keep your contact data current so you can receive pertinent information about your services.

Use the following steps to update contact information:

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Update Contacts** from the Account Administration menu.  
**Result:** The Update Contact Preferences screen opens.
3. If you have more than one account, click the plus sign  to expand your list of accounts and select the account to change.
4. Click the dropdown arrow to select the **Billing**, **Technical**, **Marketing** and **Other** contact information, as appropriate (see *Figure 11*). You may select the same person for multiple contact types.
5. Click the **Save** button to save your changes.

**Figure 11: Update Contact Preferences**

## Update Contact Preferences

The contact information provided may be used to notify you of planned maintenances or network upgrades and product enhancements or marketing specials. You must designate both a Billing and Technical contact to continue, and you may use the same user for different contact types.

+	<b>Account Name</b> David Wilburn	<b>Account Alias</b> David Macon Office Acct	<b>Account Number</b> 001-087450702	<b>Location Address</b> BLDG B1 APT 162D, 6205 ...
---	--------------------------------------	---	--	---

Contact Type	Name	Email (Username)	Phone Number
Billing	Wilburn, David	david.wilburn@email.com	555-269-8087
Technical	Wilburn, David	david.wilburn@email.com	555-269-8087
Marketing	Wilburn, David	david.wilburn@email.com	555-269-8087
Other	Select a contact type...		
	Select a user...		

## Account Authorization Settings

Cox is committed to protecting your privacy by allowing you to:

- Establish a Cox PIN Code
- Assign authorized users that will have permission to speak to a Customer Service Agent on your behalf about your services and billing.
- Establish a personalized Question/Answer should you forget your Cox PIN.



**Note:** Account authorization settings can only be managed by a Profile Owner.

Use the following steps to access the Account Authorization Settings screen:

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Account Authorization**.  
**Result:** The Account Authorization Settings screen opens.

**Figure 12: Account Authorization Settings Screen**

## Account Authorization Settings

Cox is committed to protecting your privacy. To help keep your account information secure when someone contacts a Customer Service Agent on your behalf, Cox created online tools for you to manage your CoxPIN, and Secret Question and Answer.

Account Name	Account Alias	Account Number	Location Address
CB Product	Data	580-072235521	90 S GEORGE WASHINGTO...

### Change CoxPIN Code

[View more information](#) about your account protection.

☐ Do not display CoxPIN on my bill

Current CoxPIN

New CoxPIN

Confirm CoxPIN

### Authorized Users

This is a list of authorized users for this account who will have permission on your behalf to speak to a Customer Service Agent about your services and billing.

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)

### Secret Question and Answer

Choose a Secret Question and Answer that your authorized users will use as validation when they contact Cox for billing or technical help. Every authorized user will be asked to provide this, so be sure to make them aware of the Secret Question and Answer.

New Secret Question

Secret Answer

Cancel
Save

## Change Cox PIN Code

Use your four-digit Cox PIN code to help protect your telephone calling records and other vital account information. If you want or need to change your previously assigned Cox PIN, you may do so online any time.

By default, your PIN code is displayed on your bill. To change this setting, click the checkbox next to **Do not display CoxPIN on my bill**.

1. In the **Change Cox PIN Code** section, enter your current PIN code (see *Figure 12*).
2. Enter a new PIN code and then enter the code again to confirm.
3. Move to the next section to make changes or click the **Save** button to save your changes.

## Authorized Users

You can assign authorized users on your account to contact customer service on your behalf to make changes to your account.

1. Click the dropdown menu to select a name from your list of authorized users (see *Figure 12*). You can assign up to six authorized users.
2. Move to the next section to make changes or click the **Save** button to save your changes.



**Note:** If you have not added authorized users to your account, you cannot assign a user to speak to customer service on your behalf. See *Manage Users* for information about adding authorized users.

## Secret Question and Answer

1. Choose a Secret Question that your authorized users will use as validation when they contact Cox for billing or technical help (see *Figure 12*).
2. Type the Answer to the selected question.
3. Click the **Save** button to save your selections.


## Manage Account Access

Use the **Manage Account Access** screen to configure a user's access rights. Billing access allows a user to view and pay bills. Feature access such as Voice or Data, allows a user to manage all subscribed User and Group services.

Use the following steps to open the **Manage Account Access** screen:

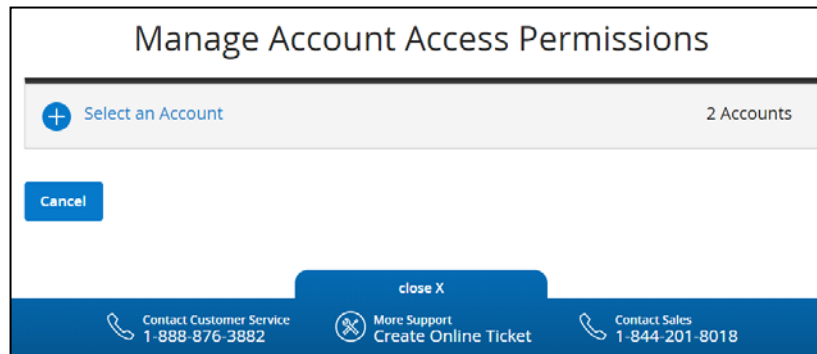
1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Manage Account Access** from the Account Administration menu.


**Result:** The Manage Account Access screen opens.

3. If you have more than one account, click the plus sign  or the **Select an Account** link to select the account to configure.

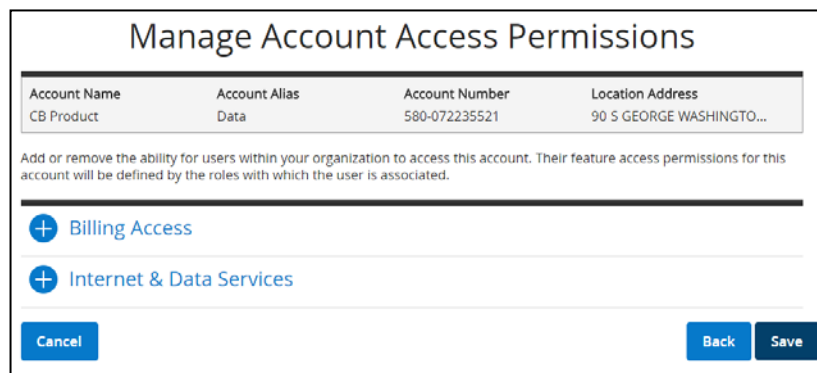


**Figure 13: Manage Account Access – Select Account**



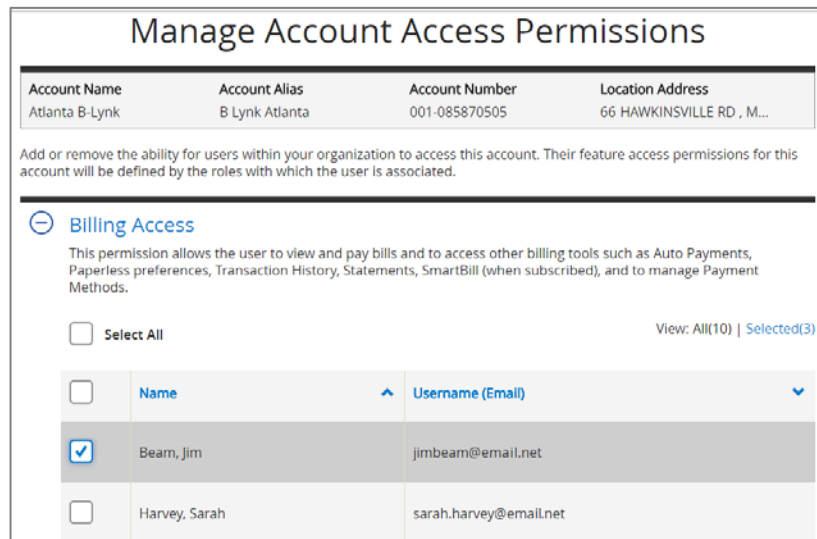
4. Click the plus sign  next to the access type (Billing or Feature access) to expand a list of account users.

**Figure 14: Manage Account Access – Select Access Type**



5. Click the checkbox next to the name of a user to provide access rights to billing or features.

**Figure 15: Manage Account Access – Select User(s)**



	Name	Username (Email)
<input checked="" type="checkbox"/>	Beam, Jim	jimbeam@email.net
<input type="checkbox"/>	Harvey, Sarah	sarah.harvey@email.net

6. Click the **Save** button to save your changes.

## Profile Administration

Click the **Administration** dropdown arrow to access the Profile Administration menu. From the Profile Administration menu (see *Figure 8*), you can:

- Add an account
- Delete an account
- Manage users/roles
- Manage accounts
- Manage profile owners
- Log in as another user

## Add Account

If you are a customer with service in multiple locations (offices), you can associate multiple accounts with your **My Account** username profile.

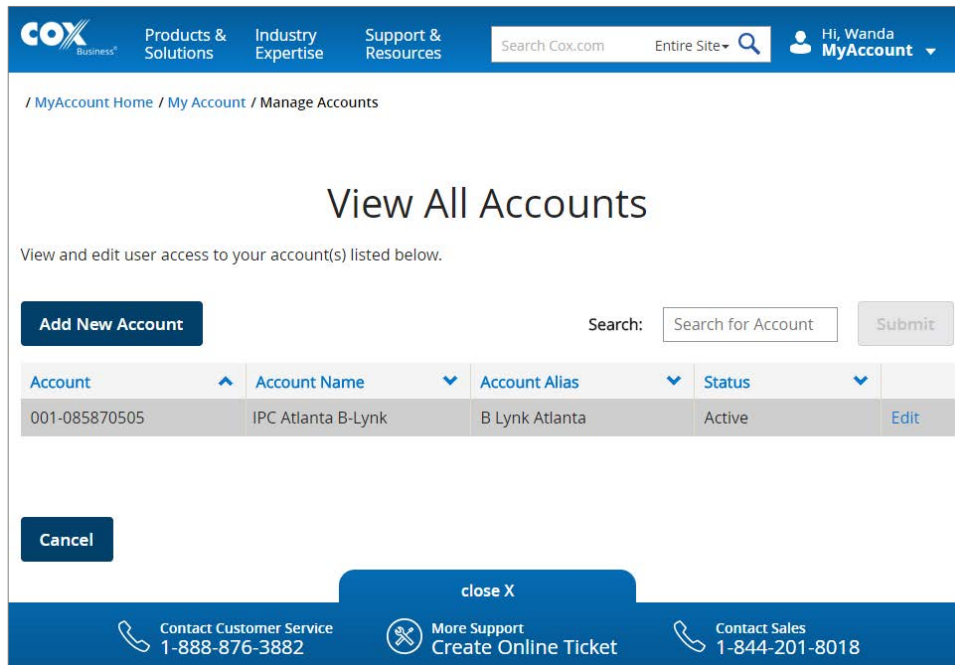
If you do not have service in multiple locations but want to activate a new account, contact your local Cox representative.

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click the **Add Account** button from the Profile Administration menu (see *Figure 8*).

**Result:** The View All Accounts screen opens.

3. Click the **Add New Account** button.

**Figure 16: View All Accounts Screen**



/ MyAccount Home / My Account / Manage Accounts

## View All Accounts

View and edit user access to your account(s) listed below.

**Add New Account**

Search:

Account	Account Name	Account Alias	Status	
001-085870505	IPC Atlanta B-Lynk	B Lynk Atlanta	Active	<a href="#">Edit</a>

**Cancel**

close X

Contact Customer Service 1-888-876-3882

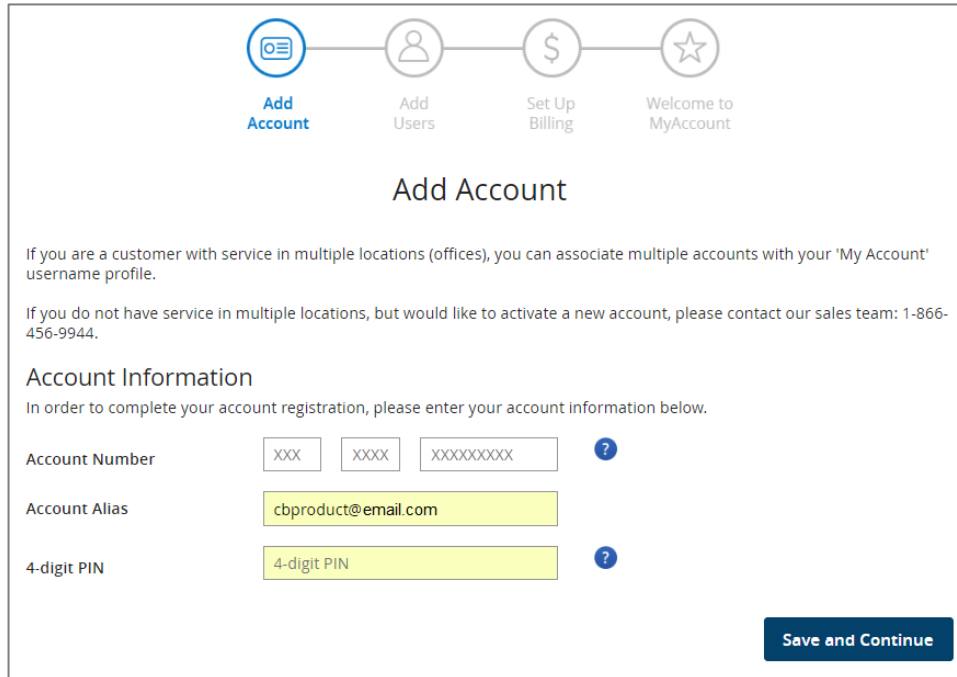
More Support Create Online Ticket

Contact Sales 1-844-201-8018

4. Enter the **Account Number** (see *Figure 17*).

5. Enter the **Account Alias**. By default, the email address displays in this field. If this is not the account alias, enter the correct name.
6. Enter the 4-digit Cox PIN.
7. Click the **Save and Continue** button.

**Figure 17: Add Account**



**Add Account**

If you are a customer with service in multiple locations (offices), you can associate multiple accounts with your 'My Account' username profile.

If you do not have service in multiple locations, but would like to activate a new account, please contact our sales team: 1-866-456-9944.

**Account Information**

In order to complete your account registration, please enter your account information below.

Account Number    ?

Account Alias

4-digit PIN  ?

**Save and Continue**


8. Enter contact information for people who should receive important correspondence from Cox about the account.



**Note:** You can click the **Set to me** link to quickly assign yourself as the contact.

## Delete Account

You can remove an account from your online profile without canceling your services, halting billing or disrupting your service in any way. Once it is removed, you can always add it back to your online profile.

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click the **Delete Account** link from the Profile Administration menu (see *Figure 8*).
3. Depending on the number of accounts you have, perform one of the following steps:
  - a. If there is only one account, click the **Delete** button (see *Figure 18*).
  - b. If there are multiple accounts, click the plus sign  to expand the list of accounts and click the **Select** link next to the account you want to remove. Click the **Delete** button.

**Figure 18: Delete Account**

### Remove This Account From Your Profile

Deleting an account from your profile will not cancel your services or stop your monthly billing. If you need to add this account again to the profile after it has been deleted, you will be required to set up billing preferences and feature configurations again.

Account Name	Account Alias	Account Number	Location Address
CB Product	Data	580-072235521	90 GEORGE WASHINGTO...

Cancel
Delete

- From the **Delete Account Confirmation** screen, click **Yes** to confirm.

**Figure 19: Delete Account Confirmation**

### Remove This Account From Your Profile

Deleting an account from your profile will not cancel your services or stop your monthly billing. If you need to add this account again to the profile after it has been deleted, you will be required to set up billing preferences and feature configurations again.

+
Account Name  
David Wilburn

Location Address  
BLDG B18 APT 162D, 6205 ...

Cancel

Warning

Are you sure you want to delete this account?

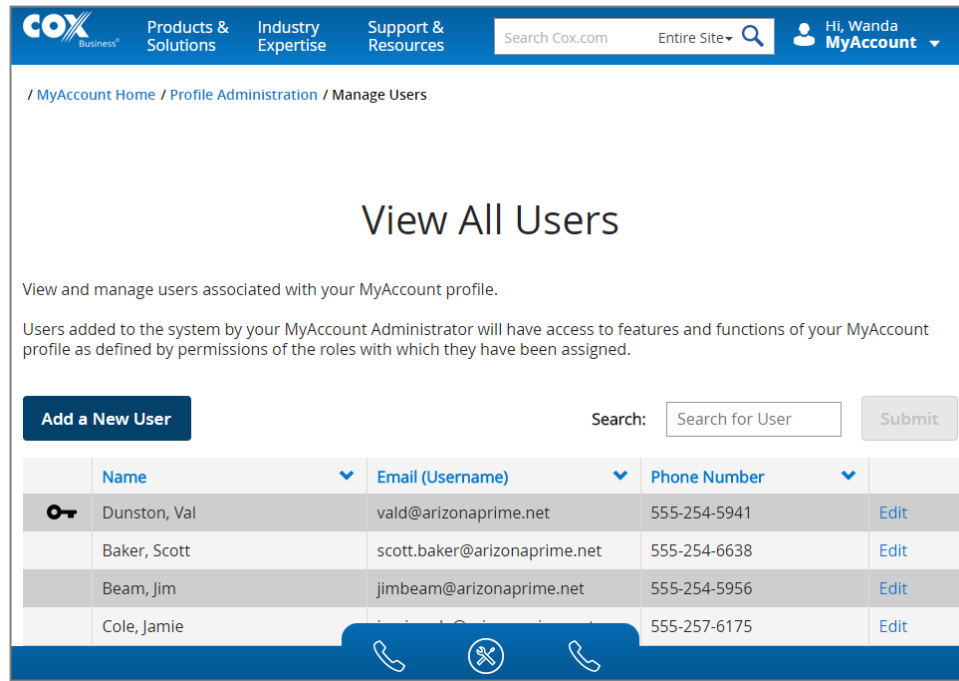
No
Yes

Delete

## Manage Users

You can add, view, modify and delete users on an account through the **View All Users** screen. Follow the instructions in the sections below to manage users.

**Figure 20: View All Users**



### Add a User

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click the **Manage Users** link from the Profile Administration menu (see *Figure 8*).  
**Result:** The View All Users screen opens.
3. Click the **Add a New User** button.  
**Result:** The Manage Users screen opens (see *Figure 21*).
4. Enter the username (the user's Email address), first and last name and primary telephone number in the user information fields.
5. In the **User Permissions** section, select whether to make the user an **Administrator** or an **End User** with limited administrator permissions.
6. Check the box(es) next to a permission level based on the user's role(s) in the company.
7. Click the **Save** button.

**Figure 21: Manage Users Screen**

## Manage Users

Manage contact information, usernames, and role-based permissions for your users.

A user's account access and permissions may be unique to each Cox Business account associated to your MyAccount profile.

**Add a New User**

Username

First Name

Last Name

Primary Office Number

**User Permissions**

Select whether you want to make this user a Full Administrator or an End User with some administrative permissions. To give the user full profile administrative permissions, select Administrator. To give an End User some administrative permissions, select End User and then select the applicable permission level.

☒ End User ☐ Administrator

**!** By default, all End Users have access to Cox Business Online Ticketing (CBOT). You can grant this user additional permissions by checking the appropriate boxes below.

<input type="checkbox"/>	Permission Level	Description
<input type="checkbox"/>	Billing Access	This permission allows the user to view and pay bills and to access other billing tools such as Auto Payments, Paperless preferences, Transaction History, Statements, SmartBill (when subscribed), and to manage Payment Methods.
<input type="checkbox"/>	Internet & Data Services	This permission allows the user to view and manage subscribed Internet and Data services such as viewing IP Addresses, assigning Online Backup Storage to users, viewing Performance Reports, managing Cox WiFi users and Internet Gateway, monitoring Internet, Ethernet and IP-VPN Performance, Email Administration, Cox Hosting Controls, Cox WiFi Administration, Manage Router & Security, and DDoS Mitigation Service.
<input type="checkbox"/>	Voice	This permission allows the user to manage all subscribed User and Group voice settings such as Call Forwarding, Auto Attendant, Hunt Group, Enterprise Trunk, Unified Communications, and E911 Address Management.

### Modify a User



**Note:** If a username change is required, do not edit the existing name. Follow the steps to Add a New User.

- From the Profile Administration menu (see *Figure 8*), click the **Manage Users** link.  
**Result:** The View All Users screen opens.
- Locate the user you want to modify and click the **Edit** link (see *Figure 20*).  
**Result:** The Manage Users screen opens.
- Edit the values as needed.
- Click the **Save** link.

## Delete a User

1. From the Profile Administration menu (see *Figure 8*), click the **Manage Users** link.  
**Result:** The View All Users screen opens.
2. Locate the user you want to remove and click the **Edit** link.
3. Click the **Delete User** button.
4. Click **Yes** to confirm.

**Figure 22: Delete User**

### Manage Users

Manage contact information, usernames, and role-based permissions for your users.

A user's account access and permissions may be unique to each Cox Business account associated to your MyAccount profile.

Edit An Existing user

Username

First Name

Last Name

Primary Office Number

[Delete User](#)

User Permissions

Select whether you want to make this user a Full Administrator or an End User with some administrative permissions. To give the user full profile administrative permissions, select Administrator. To give an End User some administrative permissions, select End User and then select the applicable permission level.

☐ End User
☒ Administrator

## Manage Accounts

You can add, view, modify and delete accounts through the **View All Accounts** screen. Refer to the section covering *Manage Account Access* for more information.

To add or delete an account, refer to the *Add Account* and *Delete Account* sections.

**Figure 23: View All Accounts Screen**

### View All Accounts

View and edit user access to your account(s) listed below.

[Add New Account](#)

Search:  [Submit](#)

Account	Account Name	Account Alias	Status	
238-308532102	CB Cox Training Department	Cox Training	Active	<a href="#" style="color: #0056b3; text-decoration: none;">Edit</a>

[Cancel](#)

## Manage Profile Owner

This function allows you to make any user on the account the Profile Owner. This position has the highest level of permissions on the account and directs all other Administrators and End Users assigned to the account.

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Manage Profile Owner** from the Account Administration menu (see *Figure 8*).  
**Result:** The Manage Profile Owner screen opens.
3. Click the **Select New Profile Owner** dropdown menu to select a different person.
4. Populate the remaining fields with that person's information.
5. Click the **Save** link.

**Figure 24: Manage Profile Owner**

### Manage Profile Owner

Assign a new MyAccount Profile Owner by selecting a user from the list below. The Profile Owner has the highest level of access available online for Cox Business Services customers.

The profile owner assignment does not impact billing information or contact obligations for your services provided by Cox Business Services. For assistance with your account or services, please contact Customer Support 24 hours a day at 1-866-272-5777.

Select New Profile Owner	<div style="border: 1px solid #ccc; padding: 2px 5px; display: inline-block;">Dunston, Val</div> <span style="color: #0070c0; font-size: 1.2em;">▼</span>
Current Profile Owner	Dunston, Val
Primary Office Number	555-254-5941
Email Address	vald@email.com

Cancel
Save

## Log in As

You can log in as another user assigned to the account to change that user's settings or configure VoiceManager Tools, VoiceManager Tool Bar, and VoiceMail for the user.

1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Log In As** from the Account Administration menu (see *Figure 8*).  
**Result:** The Log In As screen opens.

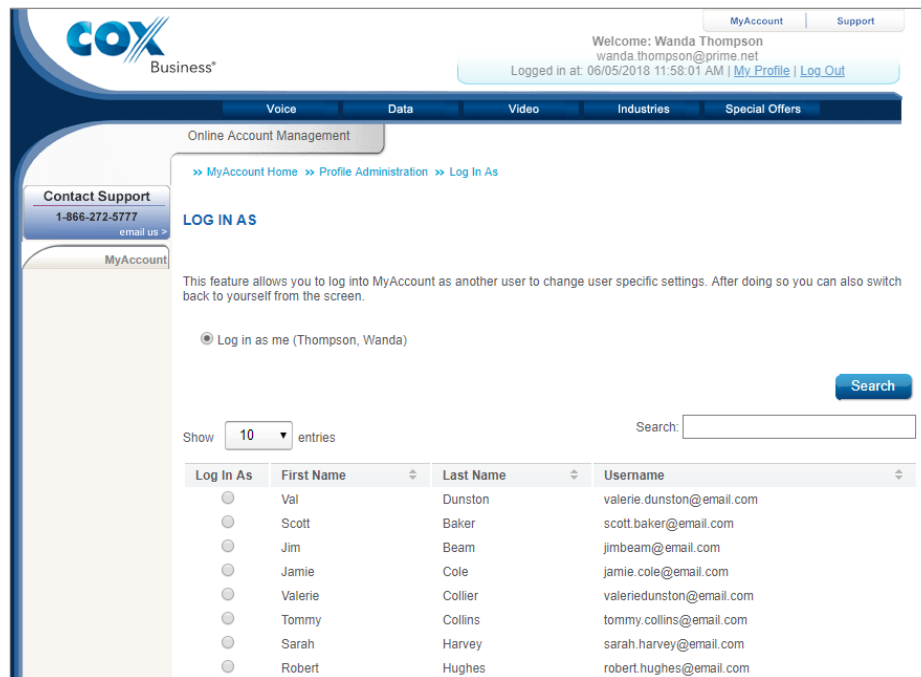


**Note:** You can also click the **Log In As** link in the My Profile section of the Home screen.

3. Click the radio button next to the user you want to log in as and click the **Save** button.
4. Proceed to select and configure any feature for that user.



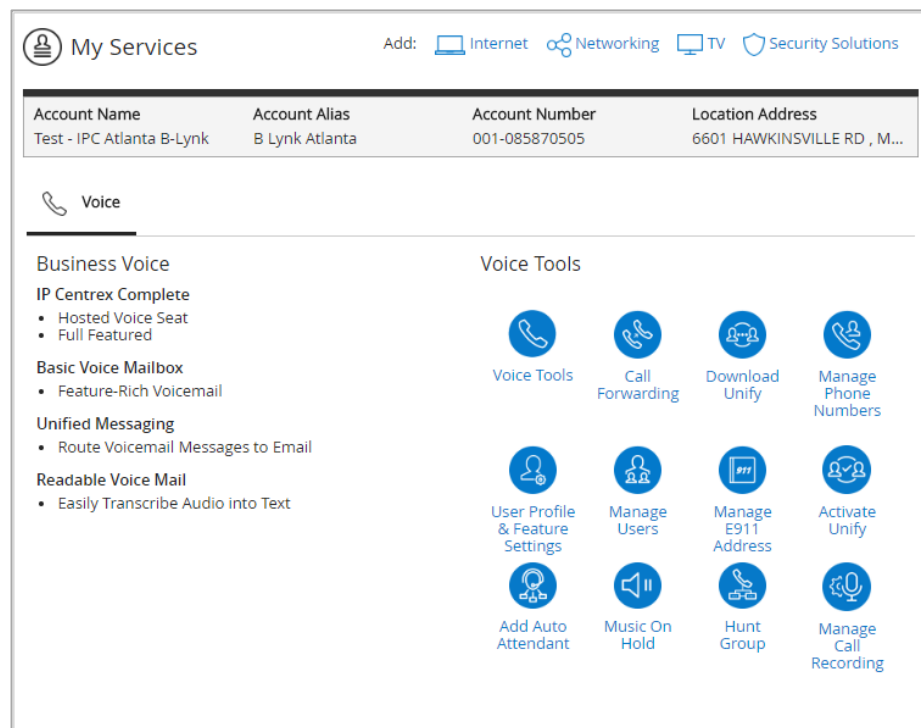
**Figure 25: Log In As**



## My Services

The My Services section of the MyAccount Home screen displays account information and active services. Click the **Voice** tab to access Voice features and manage your voice services. The available Voice Tools are dependent on the services purchased for your account.

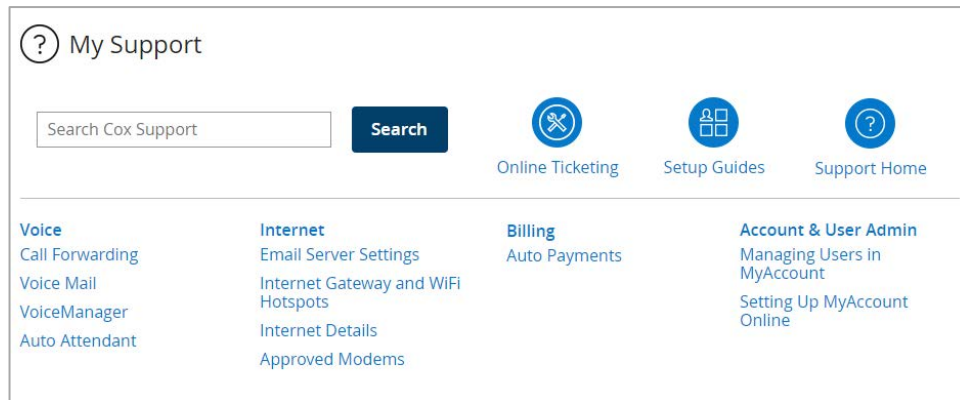
**Figure 26: MyAccount Portal – My Services**



## My Support

The My Support section of the MyAccount Home screen provides links to articles that discuss topics which often require support. Click a link for more information. You can also use the Search field to search for a topic of interest.

**Figure 27: MyAccount Portal - My Support**



## VoiceManager Dashboard

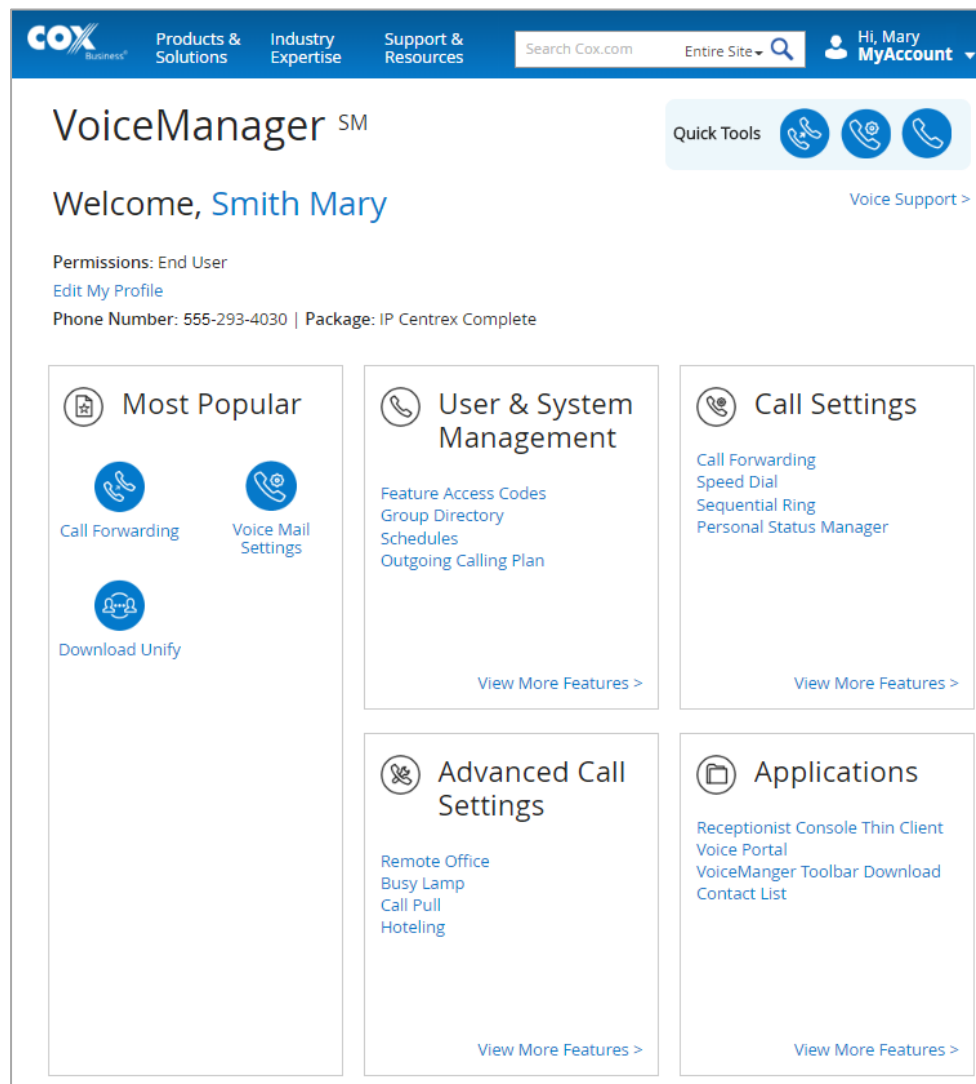
Cox Business VoiceManager is a feature-rich portfolio of voice services, designed to support the full array of customer needs, without the requirement for capital investment. Delivered over the Cox secure network, this unique platform enables flexible and expandable access through telephone and web portal technologies.



**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

The **VoiceManager Dashboard** is the main menu for accessing all group and personal features for your VoiceManager feature packages. Click the **Voice Tools** icon on the MyAccount Portal Home screen to open the Dashboard.

**Figure 28: VoiceManager Dashboard**



## User & System Management

The **User & System Management** category on the VoiceManager Dashboard contains links to features in the following categories:

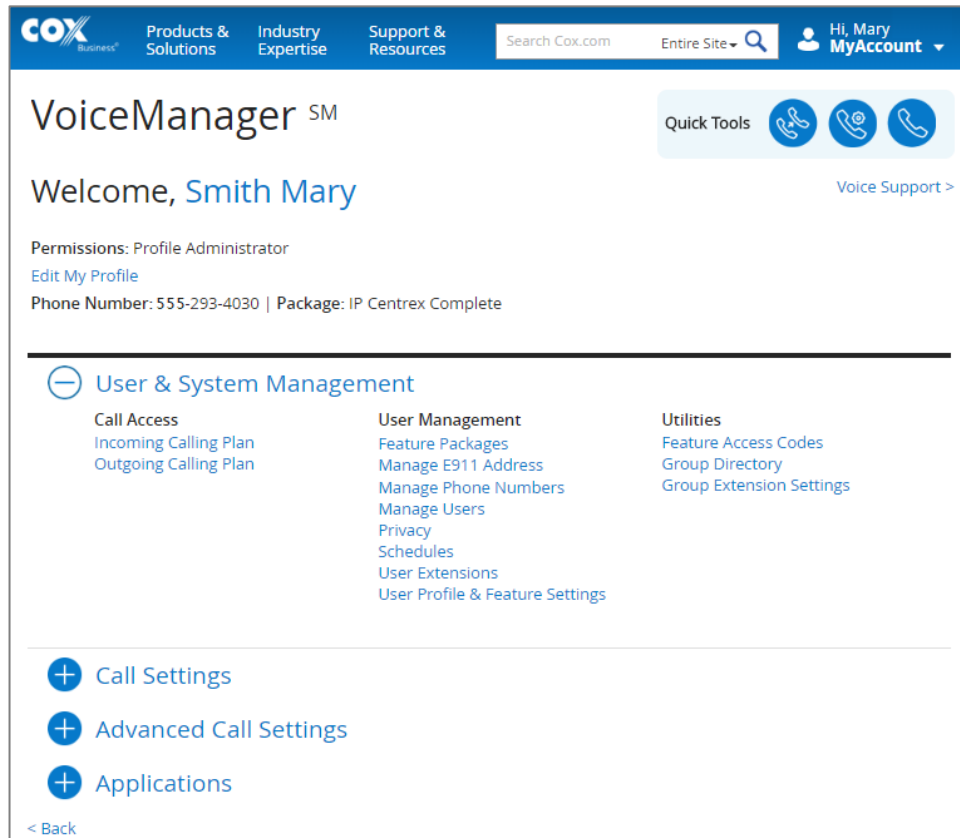
- Call Access
- User Management
- Utilities

Click a link in the **User & System Management** category or click **View More Features** (see *Figure 28*) to expand a list of features you can view or manage (see *Figure 29*).



**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

**Figure 29: User & System Management**



The screenshot shows the VoiceManager SM dashboard. At the top, there is a navigation bar with links for Products & Solutions, Industry Expertise, and Support & Resources. A search bar is also present. The main header area displays 'VoiceManager SM' and 'Welcome, Smith Mary'. Below this, user permissions are listed as 'Profile Administrator'. A section titled 'User & System Management' is expanded, showing three columns of links: Call Access (Incoming Calling Plan, Outgoing Calling Plan), User Management (Feature Packages, Manage E911 Address, Manage Phone Numbers, Manage Users, Privacy, Schedules, User Extensions, User Profile & Feature Settings), and Utilities (Feature Access Codes, Group Directory, Group Extension Settings). At the bottom, there are links for Call Settings, Advanced Call Settings, and Applications, each preceded by a plus icon. A '< Back' link is at the very bottom left.

## Call Access

### Incoming Calling Plan

An Incoming Calling Plan manages the way incoming calls are received by groups or accounts.


To define an Incoming Calling Plan, you can choose to allow calls from within a group and the action to take for calls received from outside the group. You can also allow collect calls. To manage existing phone numbers, you can search and edit their Incoming Calling Plan details.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard (see *Figure 28*), click the **Incoming Calling Plan** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.

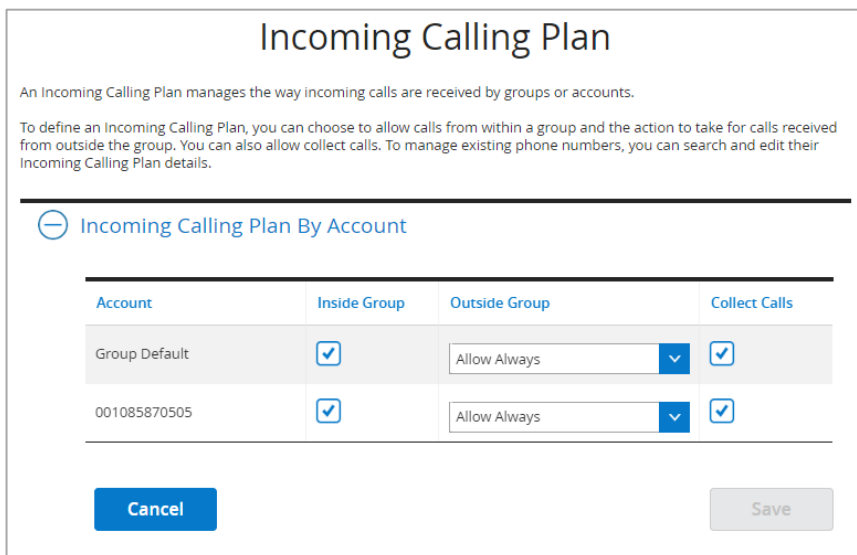
**Figure 30: Incoming Calling Plan Screen**



### Edit Settings by Account

To edit Incoming Calling Plan settings by account, click the plus sign  to expand that section.


**Figure 31: Incoming Calling Plan by Account**



Account	Inside Group	Outside Group	Collect Calls
Group Default	<input checked="" type="checkbox"/>	Allow Always	<input checked="" type="checkbox"/>
001085870505	<input checked="" type="checkbox"/>	Allow Always	<input checked="" type="checkbox"/>

1. Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
2. Click the **Outside Group** drop-down menu to select when members of an account can receive and transfer calls from others. The options are: **Never**, **All Transfer**, and **Allow Always**.
3. Click the **Collect Calls** checkbox to define whether members of the account can accept incoming collect calls.
4. Click the **Save** button to save your changes.  
**Result:** A message indicates the **Incoming Calling Plan** saved successfully.

## Edit Settings by User


To edit Incoming Calling Plan settings by user, click the plus sign  to expand that section.


**Figure 32: Incoming Calling Plan by User**

### Incoming Calling Plan


An Incoming Calling Plan manages the way incoming calls are received by groups or accounts.

To define an Incoming Calling Plan, you can choose to allow calls from within a group and the action to take for calls received from outside the group. You can also allow collect calls. To manage existing phone numbers, you can search and edit their Incoming Calling Plan details.

 Incoming Calling Plan By Account

 Incoming Calling Plan By User

Search:

Filter By: Account All  [Clear](#)

Listing 15 Users and 15 Phone Numbers

User Name	Phone Number	Email	Account Number	Manage
Baker, Scott	555-254-6638	scott.baker@...	001085870505	<a href="#">Edit</a>
Collins, Tommy	555-621-7187	tommy.collin...	001085870505	<a href="#">Edit</a>
Harvey, Sarah	555-254-5956	sarah.harvey...	001085870505	<a href="#">Edit</a>
Porter, Ella	555-621-7266	ella.porter@...	001085870505	<a href="#">Edit</a>

1. Locate a specific user by entering values in the **Search** fields or view all users.
2. Click the **Edit** link to the right of the user you want to modify.
3. Click the **Inside Group** checkbox to the right of the account name to establish the user can accept incoming calls from members inside the group only.
4. Click the **Outside Group** drop-down menu to select when outside calls can be received and transferred. The options are: **Never**, **Allow Transfer**, and **Allow Always**.
5. Click the **Collect Calls** checkbox to define whether incoming collect calls can be accepted.

- Click the **Save** button.

**Result:** A message indicates the **Incoming Calling Plan** saved successfully.

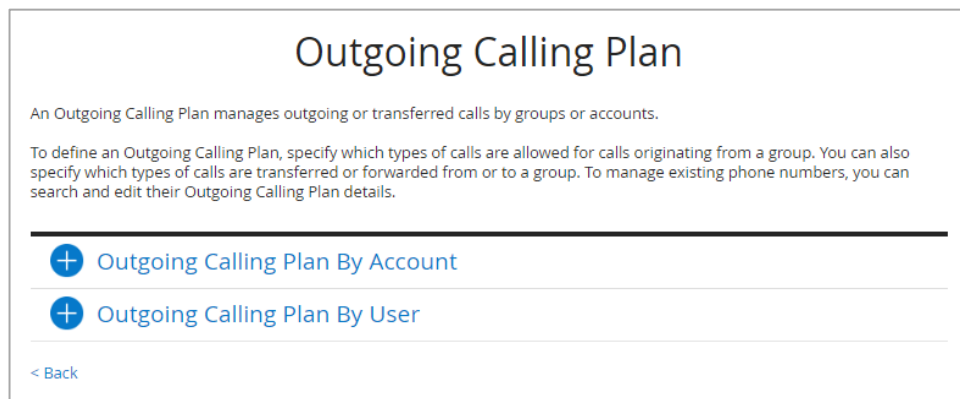
## Outgoing Calling Plan

An **Outgoing Calling Plan** allows you to manage outgoing or transferred calls by groups or accounts. These settings can be customized for anyone subscribed to VoiceManager services.


To access the Outgoing Calling Plan screen:

- Log in to the MyAccount Portal.
  - Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
  - On the VoiceManager Dashboard (see *Figure 28*), click the **Outgoing Calling Plan** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.
- Result:** The **Outgoing Calling Plan** screen opens to allow you to view or modify your outgoing calling plan settings.

**Figure 33: Outgoing Calling Plan**



## Edit Settings by Account

To edit Outgoing Calling Plan settings by account, click the plus sign  to expand that section.

- Click the arrow (▶) to the left of the following account settings to expand checkboxes and make selections as needed (see *Figure 34*):
  - Originated From This Group/Account**
  - Transferred or Forwarded From This Group/Account**
  - Transferred or Forwarded To This Group/Account**
- Click the **Save** button.

**Figure 34: Outgoing Calling Plan by Account**


Outgoing Calling Plan By Account

	Inside Group	Local Calls	Toll Free	Local Toll Calls	International Calls	Operator Assist	Chargeable Dir Assist	700 Calls	Special SRVSI	900 Calls	976 Calls	10-10-xxx Calls	URL Dialing	Unknown Call Type	Outside Group
Account															
▼ Originated From This Group/Account															
Group Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
001085870505	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ Transferred or Forwarded From This Group/Account															
▶ Transferred or Forwarded To This Group/Account															

Cancel

Save

## Edit Settings by User

To edit Outgoing Calling Plan settings by user, click the plus sign  to expand that section (see *Figure 33*).

1. Locate an employee from the **User Name** list, or **Search** by entering a **First Name, Last Name, Phone Number**, or **Email Address** in the Search field.

**Figure 35: Outgoing Calling Plan by User**

Outgoing Calling Plan By User

Search:

Filter By: 

Account (All)

Clear

Listing 15 Users and 15 Phone Numbers

User Name	Phone Number	Email	Account Number	Manage
Baker, Scott	555-254-6638	scott.bake...	001085870505	<a href="#">Edit</a>
Collins, Tommy	555-621-7187	tommy.coll...	001085870505	<a href="#">Edit</a>
Porter, Ella	555-621-7266	ella.porte...	001085870505	<a href="#">Edit</a>
Powell, Nathan	555-621-7319	nathan.pow...	001085870505	<a href="#">Edit</a>
Richardson, Ellie	555-621-7979	ellie.rich...	001085870505	<a href="#">Edit</a>
Simmons, Amanda	555-621-4277	amanda.sim...	001085870505	<a href="#">Edit</a>

2. Click the **Edit** link to the right of the user's information to make changes.  
**Result:** The settings screen opens for the selected user.



- Make changes as needed or click the **Use Group Default Settings** checkbox.

**Figure 36: Edit User Outgoing Calling Plan Settings**

## Outgoing Calling Plan

Edit the Outgoing Calling Plan for this phone number.

Outgoing Calling Plan for Baker, Scott (555-254-6638)

☒ Use Group Default Settings

Account	Insid	Local	Toll F	Local	Inter	Oper	Charj	700 C	Speci	900 C	976 C	10-10	URL I	Unkn	Outsi
Originated From This Group/Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Transferred or Forwarded From This Group/Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Transferred or Forwarded To This Group/Account															<input checked="" type="checkbox"/>

Cancel
Save

- Click the **Save** button.

## User Management

### Feature Packages

This section displays the list of features and packages authorized for your organization.

1. Click the VoiceManager Tools link in MyAccount.
2. Click the User & System Management link.
3. Under the **User Management** heading, Click the **Feature Packages** link to view the personal features that are included in that pack.

**Figure 37: Features / Descriptions**

Dashboard

User & System Management

Call Settings

Advanced Call Settings

Applications

User & System Management

Feature Packages

Here is the summary of all the service packages and features purchased for your account.

[Learn more about additional packages and features](#)

Name	Description	In Use
Anywhere	Entry level package for growing businesses plus features designed for on-the-go professionals that rely heavily on laptops and smartphones.	4

Group Features	Description	Purchased	In Use
Account & Authorization Codes	Allows a group administrator to restrict inter-group calls to authorized users and also track these calls.		1
Auto Attendant	Customize an automated receptionist with personalized messages to answer the phone.	1	1
Call Park	Hold a call for an extended period of time, then retrieve that call from any extension within your group.		0
Call Pickup	Users assigned to a Call Pickup group can answer calls from any phone in that group.	1	1
Custom Ringback Group	Select the ringback that is played to anyone calling your group.		0
Hunt Group	Specify a list of phone numbers and patterns to redirect calls within a group.	2	1
Incoming Calling Plan	Customize the way incoming calls are received.		1
Instant Group Call	Call a specified group at one time for instant multi-way conferencing.	1	1
Music on Hold	Plays music for callers on hold. This feature can be used with Call Park, Call Waiting, Call Hold and Busy Camp on.		1
Outgoing Calling Plan	Restrict the type of outgoing calls allowed by a phone number.		1
Series Completion Group	Specify a list of phone numbers and forward calls to the next number in the series.	1	0

User Features	Description	In Use
Custom Ringback User	Select the ringback to be played to callers based on a phone number list or a specific time during the day or week.	2
Directory Number Hunt	Automatically sends an incoming call from a busy line to the next designated line.	1
Voice Mail Support	Facilitates the integration of a third-party voice mail platform with VoiceManager.	0

Back

## Manage e911 Address

The Cox Business National e911 service is an additional capability for customers with national numbers. With the UC Apps installed, you can make and receive calls from your computer. Go to the beach, the mountains, or the comfort of your own home and rest easy knowing that your computer can translate your location if you need to place a 911 call.

The Primary address represents the address information for the primary handset associated with the phone number (e.g., IP Handset, Analog phone, or a PBX Handset).



**Note:** VoiceManager Services are comprised of VoiceManager Line Service, Unified Communications, SIP Trunking, and PRI service.



**Important:** It is critical that you maintain accurate e911 address information so that 911 call dispatchers can route emergency responders to your location. If the telephone handset or UC App is relocated, it is your responsibility to update your e911 location information.

See the table below for examples of Primary devices and UC Apps for each voice product:

Voice Product	Primary	UC Apps
UC Apps	IP Phone Requires Teleworker add-on	Desktop & Tablet Apps Requires UC add-on
VoiceManager	Analog handset	Not Available
PRI & SIP Trunking	PBX Handset Requires National E911 add-on	Not Available

Phone numbers with Unified Communications (UC) will have an additional entry for UC Apps that represent the location of the UC Desktop and Tablet Apps.



**Note:** When the location of the Primary device and UC Apps change, you must update the e911 Address information for each.

To update your e911 address:

1. Log in to the MyAccount Portal.
2. Scroll down to the **My Services** section of the MyAccount Home screen (see *Figure 26*) and click the **Voice** tab.
3. Click the **Manage e911 Address** icon to open the National 911 Address Management screen.
4. On the Manage E911 Address landing screen, administrators can select whether to update your address location or the address for another user. A user profile will be directed to the information for their account and will not see this option.

**Figure 38: Manage E911 Address Screen**

/ MyAccount Home / VoiceManager Tools / User & System Mgmt / Manage E911 Address

## Manage E911 Address

For voice services that support National 911, manage the E911 address information using these options. It is critical that you maintain accurate information so that emergency calls are routed to the proper emergency call dispatchers, and emergency responders can be routed to your location. If the telephone handset or Unify App is relocated, it is your responsibility to update your E911 address information.

Manage My E911 Address

Manage Another User's E911Address

[< Return to MyAccount Home](#)

- If multiple accounts exist, choose the account that contains the phone number you wish to update, and then click the **Next** button.

**Figure 39: Select an Account**

## Manage e911 Address

For voice services that support national 911, manage the e911 address information using these options. It is critical that you maintain accurate e911 address information so that 911 call dispatchers can route emergency responders to your location. If the telephone handset or UC App is relocated, it is your responsibility to update your e911 location information.

Select an Account

Which account are you referencing?

Here is a confirmation of the account, based on your login credentials. Please contact your administrator if this information is incorrect.

IPC Atlanta B-Lynk	660 HAWKINSVILLE RD
B Lynk Atlanta	MACON, GA 31216
001-085870505	

Cancel

Next

Select a Telephone Number

Update Address

- In the **Select a Telephone Number** section, you can type the phone number to be managed into the phone number field, or you can click the **Next** button to select from the list of numbers associated with the account.

VoiceManager Administrator Guide

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**Figure 40: Select Phone Number to Manage**

### Manage e911 Address

For voice services that support national 911, manage the e911 address information using these options. It is critical that you maintain accurate e911 address information so that 911 call dispatchers can route emergency responders to your location. If the telephone handset or UC App is relocated, it is your responsibility to update your e911 location information.

+ Select an Account
001-085870505

- Select a Telephone Number

I Know the Phone Number  
I Want to Manage

Enter the 10-digit telephone number

Lookup

OR

I Want to Search/Browse  
for the Telephone Number

View a list of telephone numbers

Next

+ Update Address

- For MyAccount Administrators or Profile Owners, select a phone number from the list. You can scroll through the list of numbers or search for a number by entering a portion of the number or the first or last name of the assigned MyAccount user in the search field.

**Figure 41: Search for a Phone Number**

### Manage e911 Address

For voice services that support national 911, manage the e911 address information using these options. It is critical that you maintain accurate e911 address information so that 911 call dispatchers can route emergency responders to your location. If the telephone handset or UC App is relocated, it is your responsibility to update your e911 location information.

+ Select an Account
001-085870505

- Select a Telephone Number

You can search by telephone number or the first and last name of the assigned MyAccount user.

Enter at least 3 characters to begin your search.

15 results returned. Select a telephone number to manage its e911 information.

Telephone Number	First Name	Last Name	Type
(555) 254-5941	Val	Dunston	IP Centrex Seat
(555) 254-5956	Sarah	Harvey	IP Centrex Seat
(555) 254-6638	Scott	Baker	IP Centrex Seat
(555) 254-7744	Wanda	Thompson	IP Centrex Seat
(555) 254-8637	Suzy	Walnut	IP Centrex Seat
(555) 257-6175	Jamie	Cole	IP Centrex Seat

Tapping the phone number link opens the **Update Address** screen (see *Figure 42*).

- The Primary tab is the e911 address information for calls originating from the handset or phone line associated with the phone. If Unified Communications (optional) is assigned to the phone number, then a second tab labeled UC Apps is presented and represents e911

address information for the UC Desktop Apps. These entries are managed separately and should be updated. Enter the new address information and then click **Continue**.



**Note:** The optional **Location** field is designed to include any important location information about the location within a building, such as a cubicle number or other description that would be helpful for emergency responders.

**Figure 42: Update Address Screen**

Update Address

Primary

UC App

Update the primary e911 address information for your phone number. The primary entry is associated with your telephone line or handset associated with this telephone number.

Street Number

30

Street Number Suffix (optional)

Street Number Suffix

Pre-Directional (optional)

Select

Street Name

ROSS RD

Location (optional)

Eg. Cubicle or Suite Number

City

ATLANTA

State

Georgia

Zip

30305

Cancel

Continue

Street Number

Pre-Directional

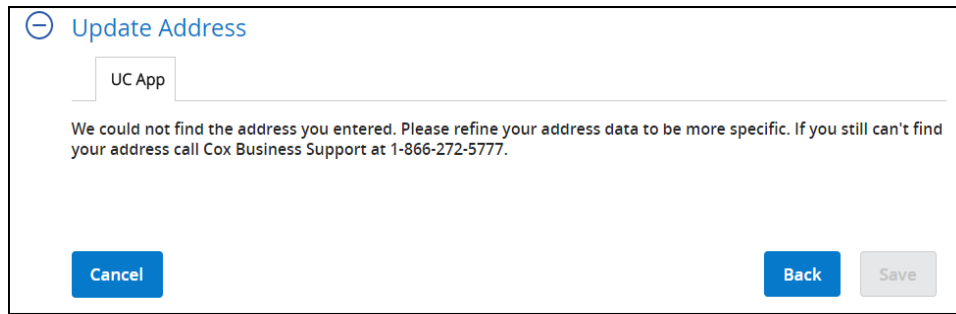
1234 B SW Main Street

Street Number Suffix

Street Name

- If the system cannot determine your address, you will be prompted to contact Cox Business support for further help in updating your e911 address information. Click the **Cancel** button to cancel the address update or click the **Back** button to return to the Update Address screen.

**Figure 43: Invalid Address**



Update Address

UC App

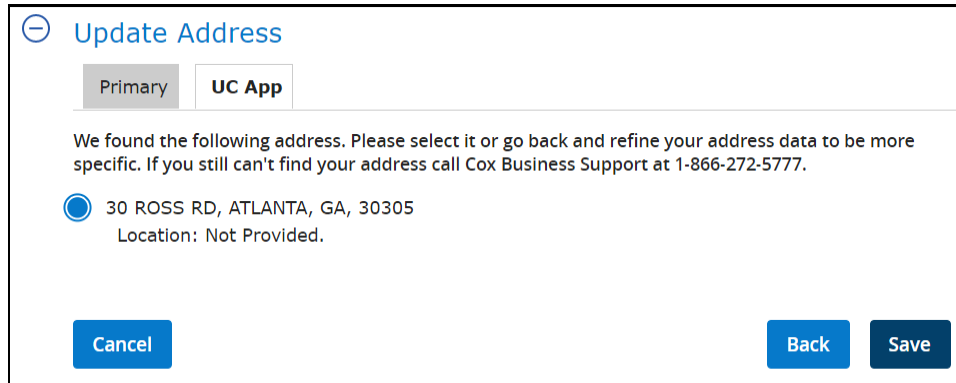
We could not find the address you entered. Please refine your address data to be more specific. If you still can't find your address call Cox Business Support at 1-866-272-5777.

Cancel Back Save

10. You will be presented with one or more addresses based on the information submitted. Carefully review the address information.

- If the address information is incorrect, click the **Back** button to return to the Update Address screen, and re-enter the address information.
- If one of the addresses is correct, choose the correct entry and click **Save**.

**Figure 44: Address Information Found**



Update Address

Primary UC App

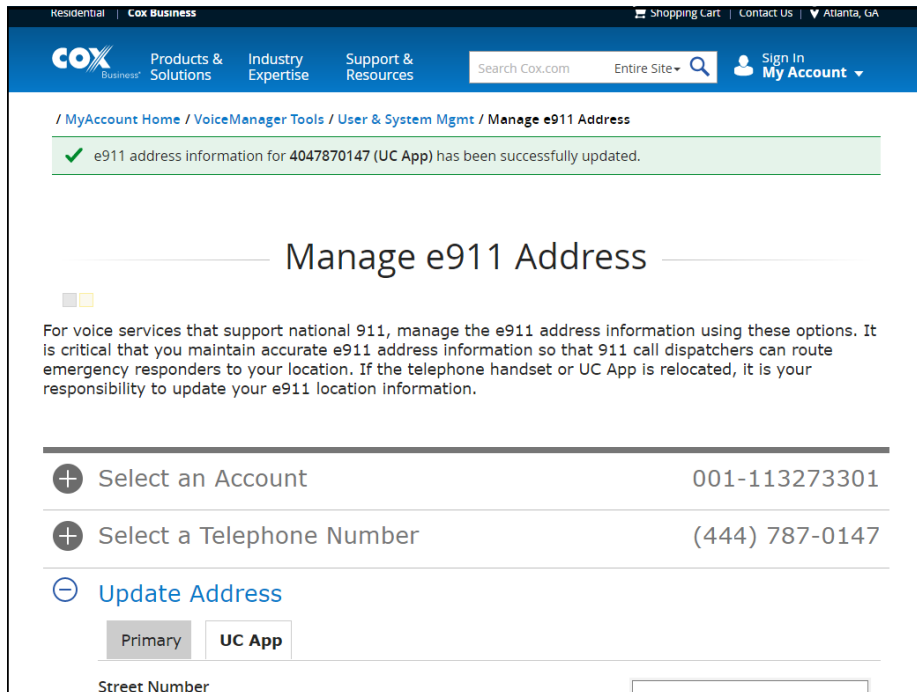
We found the following address. Please select it or go back and refine your address data to be more specific. If you still can't find your address call Cox Business Support at 1-866-272-5777.

☒ 30 ROSS RD, ATLANTA, GA, 30305  
Location: Not Provided.

Cancel Back Save

Once your selection is saved successfully, you will see a success message at the top of the screen

**Figure 45: Address Update Notification**



The screenshot shows the Cox Business VoiceManager dashboard. At the top, there's a navigation bar with links for Residential, Cox Business, Shopping Cart, Contact Us, and Atlanta, GA. Below this is a secondary navigation bar with links for Products & Solutions, Industry Expertise, Support & Resources, a search bar, and a sign-in link for My Account. The main content area has a breadcrumb trail: / MyAccount Home / VoiceManager Tools / User & System Mgmt / Manage e911 Address. A green notification banner at the top states: '✓ e911 address information for 4047870147 (UC App) has been successfully updated.' Below this is the 'Manage e911 Address' section, which includes a warning about the importance of accurate e911 address information. There are three main options: 'Select an Account' (001-113273301), 'Select a Telephone Number' ((444) 787-0147), and 'Update Address'. The 'Update Address' option is expanded, showing 'Primary' and 'UC App' tabs. Below the tabs is a 'Street Number' input field.

## Manage Phone Numbers

Administrators can assign phone numbers, review settings, and manage an employee's feature settings once the user is added in VoiceManager. This feature is available with all VoiceManager packages and services.

To assign or manage phone numbers:

1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the **Voice** tab.
3. Click the **Manage Phone Numbers** icon to open the Online Account Management screen.

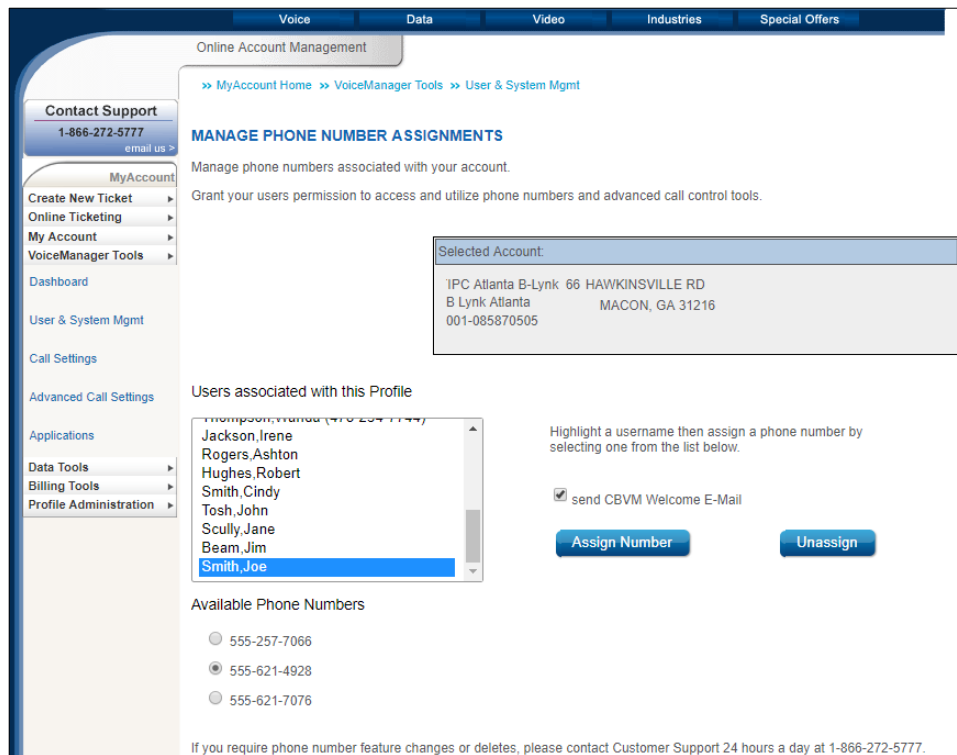
## Assign a Phone Number

To assign a phone number:

1. Select the user in the list of **Users associated with this Profile**. If the user you are searching for is not in the list, you must first add them using the *Manage Users* feature.
2. In the list of **Available Phone Numbers**, select the number you want to assign to the user.
3. Place a checkmark in the box next to **send CBVM Welcome E-Mail** to have the system send an email to the user. The Welcome email describes features that are available to the user through VoiceManager.
4. Click the **Assign Number** button to complete the process.



**Figure 46: Manage Phone Number Assignments Screen**



Online Account Management

» MyAccount Home » VoiceManager Tools » User & System Mgmt

**MANAGE PHONE NUMBER ASSIGNMENTS**

Manage phone numbers associated with your account.

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

**Selected Account:**

IPC Atlanta B-Lynk 66 HAWKINSVILLE RD  
B Lynk Atlanta MACON, GA 31216  
001-085870505

**Users associated with this Profile**

Jackson, Irene  
Rogers, Ashton  
Hughes, Robert  
Smith, Cindy  
Tosh, John  
Scully, Jane  
Beam, Jim  
**Smith, Joe**

Highlight a username then assign a phone number by selecting one from the list below.

☒ send CBVM Welcome E-Mail

**Assign Number** **Unassign**

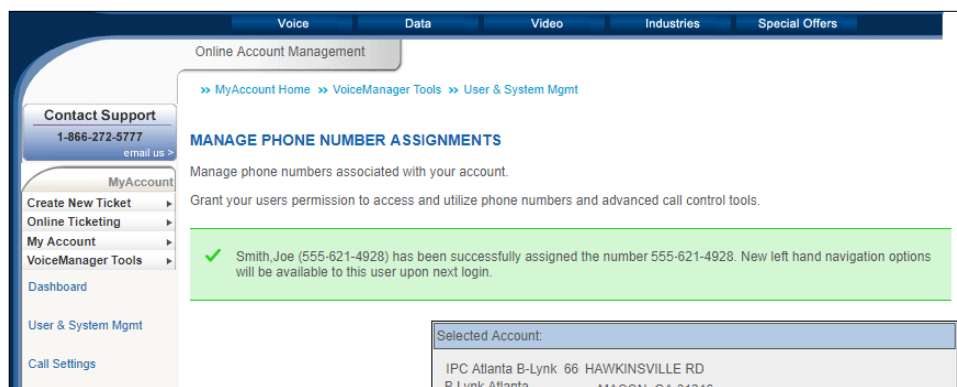
**Available Phone Numbers**

☐ 555-257-7066  
☒ 555-621-4928  
☐ 555-621-7076

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

When the phone number is successfully assigned, a confirmation displays on the screen.

**Figure 47: Manage Phone Numbers – Assignment Confirmation**



Online Account Management

» MyAccount Home » VoiceManager Tools » User & System Mgmt

**MANAGE PHONE NUMBER ASSIGNMENTS**

Manage phone numbers associated with your account.

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

✓ Smith, Joe (555-621-4928) has been successfully assigned the number 555-621-4928. New left hand navigation options will be available to this user upon next login.

**Selected Account:**

IPC Atlanta B-Lynk 66 HAWKINSVILLE RD  
B Lynk Atlanta MACON, GA 31216

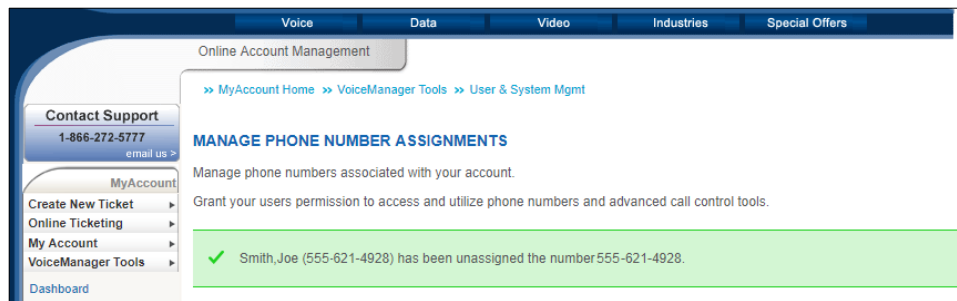
## Unassign a Phone Number

To disassociate a user from an assigned phone number:

1. Select the user in the list of **Users associated with this Profile**.
2. Click the **Unassign** button (see *Figure 46*).

If the process is successful, a confirmation displays on the screen.

**Figure 48: Manage Phone Numbers – Unassign**



## Manage Users

Administrators can add, view, modify and delete users on an account through the View All Users screen. Refer to the *Profile Administration* section for more information.

## Privacy

Click the **Privacy** link under the User & System Management section (see *Figure 29*) to open the Privacy Settings screen. You can set the privacy for the Group Directory, Auto Attendant and your phone status. You can choose whether to show or hide your name and/or number, based on the feature. You can also allow exceptions if you choose to hide your phone status.

**Figure 49: Privacy Settings Screen**

## Privacy

Set your privacy for the Group Directory, Auto Attendant and your phone status. You can choose whether to show or hide your name and/or number, based on the feature. You can also allow exceptions if you choose to hide your phone status.

Group Directory:

▼
?

Auto Attendant:

▼
?

Phone Status:

▼
?

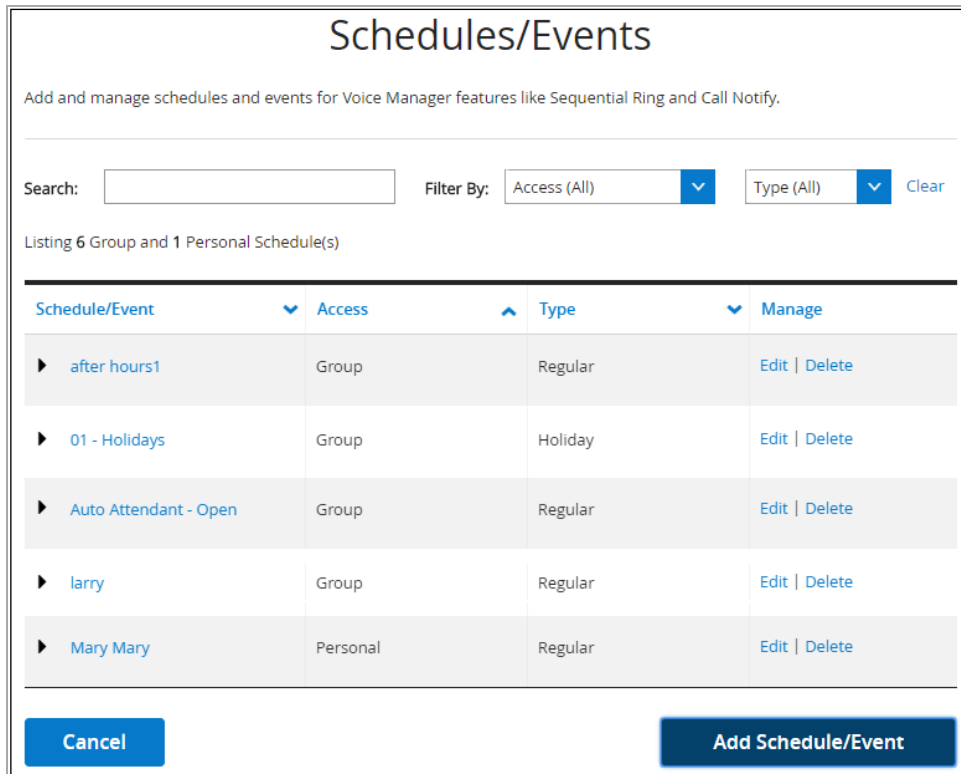
Cancel

Save

## Schedules

**Schedules** allow you to configure timeframes that define how incoming calls will be managed. Once schedules are created, they appear as an option available for selection on other feature setting screens, such as Sequential Ring, Auto Attendant, and Call Notify. This feature is available with any VoiceManager package or UC Apps service.

**Figure 50: Schedules Screen**



**Schedules/Events**

Add and manage schedules and events for Voice Manager features like Sequential Ring and Call Notify.

Search:  Filter By: Access (All)  Type (All)

Listing 6 Group and 1 Personal Schedule(s)

Schedule/Event	Access	Type	Manage
after hours1	Group	Regular	<a href="#">Edit</a>   <a href="#">Delete</a>
01 - Holidays	Group	Holiday	<a href="#">Edit</a>   <a href="#">Delete</a>
Auto Attendant - Open	Group	Regular	<a href="#">Edit</a>   <a href="#">Delete</a>
larry	Group	Regular	<a href="#">Edit</a>   <a href="#">Delete</a>
Mary Mary	Personal	Regular	<a href="#">Edit</a>   <a href="#">Delete</a>

Use these steps to configure schedules in VoiceManager:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard, click the **Schedules** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.
4. Click the **Add Schedule/Event** button.
5. Enter a description in the **Schedule Name** field (see *Figure 51*).
6. Select the Type: **Regular** or **Holiday**.

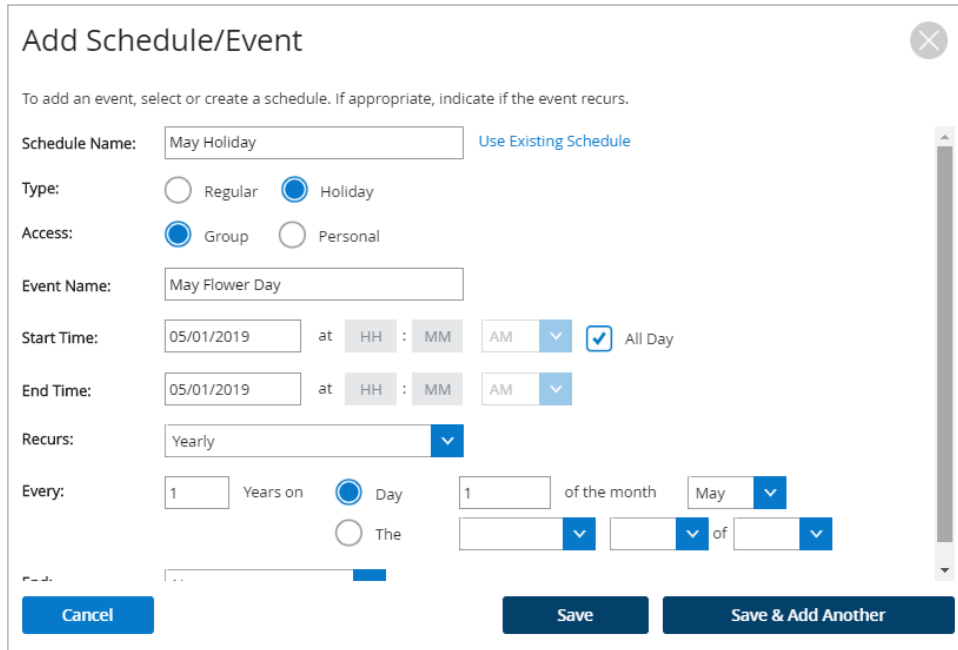


**Note:** Create separate schedules for an event if both a Regular and Holiday schedule are desired.

7. Select the Access: **Group** or **Personal**.
8. Enter a description in the **Event Name** field.

9. Enter a **Start Time** for the date.
10. Enter an **End Time** for the date and time of the event.
11. Choose if and when the event Recurs.  
**Result:** The schedule expands, allowing you to set the reoccurrence values.

**Figure 51: Add New Schedule**



**Add Schedule/Event**

To add an event, select or create a schedule. If appropriate, indicate if the event recurs.

Schedule Name:  [Use Existing Schedule](#)

Type: ☐ Regular ☒ Holiday

Access: ☒ Group ☐ Personal

Event Name:

Start Time:  at  :   ☒ All Day

End Time:  at  :

Recurs:

Every:  Years on ☒ Day ☐ The  of the month

12. Click the **Save** or **Save & Add Another** button.  
**Result:** A message indicates your Schedule/Event was added.

## User Extensions

Using this feature, you can search for all user extensions associated with your profile. To search for user extensions, do the following:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard, click the **User Extensions** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.  
**Results:** The User Extensions screen opens.

**Figure 52: User Extensions**

## User Extensions

Below you can search for all user extensions associated with your profile.

Search:

Filter By: Account All ▼ Clear

Listing 15 users

User Name ▲	Account Number ▼	Phone Number ▼	Extension ▼
Baker, Scott	001085870505	555-254-6638	<input type="text" value="6638"/>
Collins, Tommy	001085870505	555-621-7187	<input type="text" value="7187"/>
Harvey, Sarah	001085870505	555-254-5956	<input type="text" value="5956"/>
Porter, Ella	001085870505	555-621-7266	<input type="text" value="7266"/>
Powell, Nathan	001085870505	555-621-7319	<input type="text" value="7319"/>
Richardson, Ellie	001085870505	555-621-7979	<input type="text" value="7979"/>
Simmons, Amanda	001085870505	555-621-4277	<input type="text" value="4277"/>
Taylor, Paige	001085870505	555-257-6412	<input type="text" value="6412"/>

### User Profile & Feature Settings

Edit feature settings or search user and phone number details. If your feature package contains the **Inventory Report** feature, you can download even more information than your on-screen view.

As an administrator, you can also *Add a User* and *Manage Phone Numbers* assignments.

To access the **User Profile & Feature Settings** screen, do the following:

1. Log in to the MyAccount Portal.
  2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
  3. On the VoiceManager Dashboard, click the **User Profile & Feature Settings** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.
- Results:** The User Profile & Feature Settings screen opens.

**Figure 53: User & Profile Settings**

# User Feature Settings

Edit feature settings or search user and phone number details. If your feature package contains the Inventory Report feature, you can download even more information than your on-screen view.

As an administrator, you can also [add users](#) and [manage phone number assignments](#).

Search:

Filter By: Account (All) ▼ [Clear](#)



Listing 19 User(s)

User Name ▲	Phone Number ▼	In Trunk Group ▼	Manage ▼
Baker, Scott	555-254-6638	No	<a href="#">Edit</a>
Collins, Tommy	555-621-7187	No	<a href="#">Edit</a>
Harvey, Sarah	555-254-5956	No	<a href="#">Edit</a>
Porter, Ella	555-621-7266	No	<a href="#">Edit</a>

- To edit feature settings for a user, click the **Edit** link to the right of the user's information.  
**Result:** The **User & System Management** category of the VoiceManager Dashboard expands, displaying features that can be configured for the selected user.

**Figure 54: Edit Feature Settings for the Selected User**

VoiceManager<sup>SM</sup>

Quick Tools  


Welcome, Wanda Thompson


Voice Support >

Accessing As: Harvey, Sarah (555-254-5956) | [Back to User List](#)

[Edit My Profile](#) | [Log In As](#)

Phone Number: 555-254-7744 | Package: IP Centrex Complete

 You are editing settings for Harvey, Sarah (555-254-5956)

 User & System Management

Call Access

Incoming Calling Plan


Outgoing Calling Plan


User Management


Manage E911 Address

Privacy

Schedules

 Call Settings

 Advanced Call Settings

 Applications

< Back

## Utilities

### Feature Access Codes

**Feature Access Codes** list the star codes for services that you have. To activate a service, press the \* key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information.



**Note:** You cannot change your Feature Access Codes.

Availability of Feature Access Codes varies by product package.

To view a list of Feature Access Codes associated with your group:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard, click the **Feature Access Codes** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.

**Result:** The Feature Access Codes screen opens to allow you to view Feature Access Codes that are associated with your group.

**Figure 55: Feature Access Codes**

Feature Access Codes	
Here is a summary of the Feature Access Codes that are associated with your group. There may be some access codes that you cannot use based on your package.	
Search:	<input type="text"/> <a href="#">Clear</a>
Feature Access Code Name	Main Code
Agent Escalation	#83
Anonymous Call Rejection Activation ?	*77
Anonymous Call Rejection Deactivation ?	*87
Anonymous Call Rejection Interrogation	*52*
Automatic Callback Deactivation ?	#8
Automatic Callback Menu Access ?	#9
BroadWorks Anywhere E164 Dialing	*14
Call Bridge ?	*15
Call Forwarding Always Activation ?	*72
Call Forwarding Always Deactivation ?	*73
<div> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>5</span> </div>	
<a href="#">Back</a>	

## Group Directory

**Group Directory** allows you to create multiple contact lists containing names, phone numbers, extensions, emails and account numbers. Group Directory is available with all VoiceManager packages.

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see Figure 28), click the **Group Directory** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.
4. Click the **Search** drop-down menu and select the type of information by which to find a contact: Last Name, First Name, Phone Number, Extension or Email Address.
5. Enter the appropriate contact information in the adjacent field.
6. Click the **Find** button.
7. Click the desired contact from the options listed.
8. Repeat steps #5-8 until the Group Directory is complete.
9. Click the **Filter by drop-down** menu to select an account-specific directory.
10. Click the **Export** button to transfer the Group Directory to an Excel file.
11. Click **Back** to return to the previous menu.

**Figure 56: Group Directory Screen**

### Group Directory

View, search and export a detailed group phone directory.

Search:

Filter By: Account All ▼ Clear

Listing 31 users [Export](#)

User Name	Phone Number	Extn.	Account Number
12312123 (Call Center)		7654	
3 (Auto Attendant)	555-293-1563	1563	001086052902
AA4782931658 (Call Center)	555-293-1658	1658	
Candi	555-269-0847		
defect,testing	555-236-1020	1020	001086052902
ewruhwe (Instant Group Call)		0234	001086052902
Kevin Cell	555-859-8685		
Larry Test (Call Center)	555-225-9952		

⏪ ⏩ 1 2 3 4 ⏭ ⏮


[Back](#)



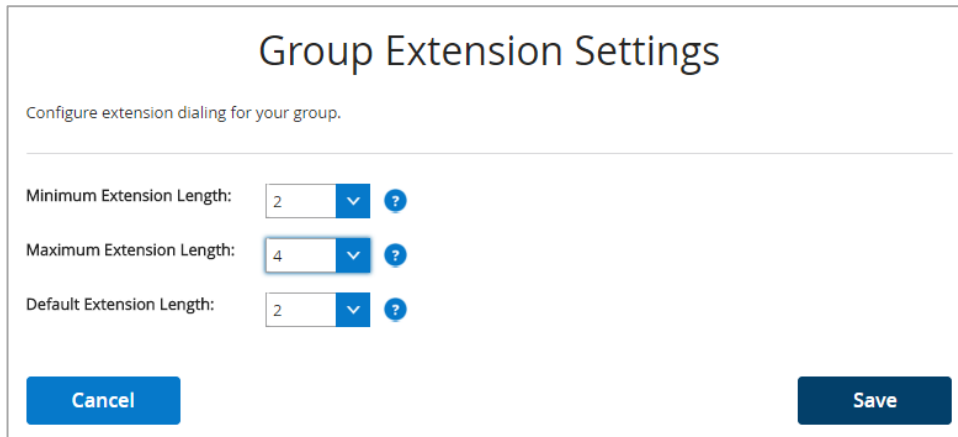
## Group Extension Settings

The Group Extension Settings feature allows you to configure extensions for your group.

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Group Extension Settings** link under the User & System Management category. If the link is not present, click **View More Features** to expand all options available under User & System Management.  
**Result:** The Group Extension Settings screen opens.

4. Click the dropdown arrow to make changes as needed, and then click the **Save** button. For help information, hover the mouse cursor over the question mark icon .

**Figure 57: Group Extension Settings**



## Call Settings

The **Call Settings** category on the VoiceManager Dashboard contains links to features in the following categories:

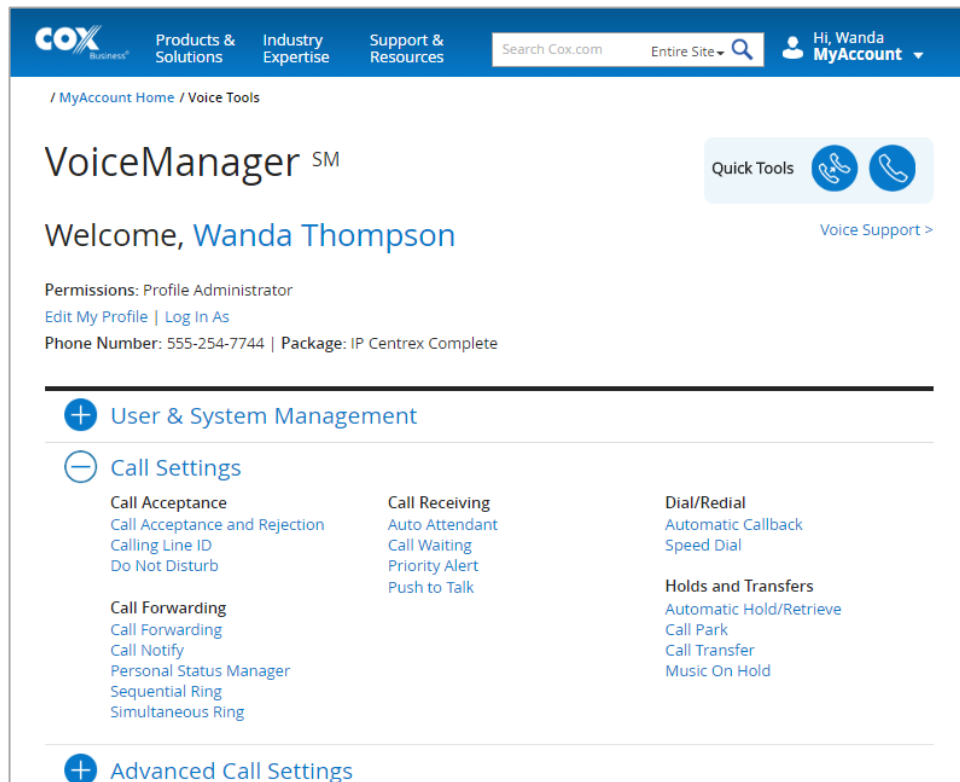
- Call Acceptance
- Call Forwarding
- Call Receiving
- Dial/Redial
- Holds and Transfers

Click a link in the **Call Settings** category on the Dashboard or click **View More Features** (see *Figure 28*) to expand a list of features you can view or manage (see *Figure 58*).



**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

**Figure 58: Call Settings**



## Call Acceptance

### Call Acceptance and Rejection

**Call Acceptance and Rejection** allows you to manage incoming calls by creating rules that determine whether a call is accepted or rejected. Use the steps below to access the Call Acceptance and Rejection screen.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Acceptance and Rejection** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.

**Result:** The Call Acceptance and Rejection screen opens.

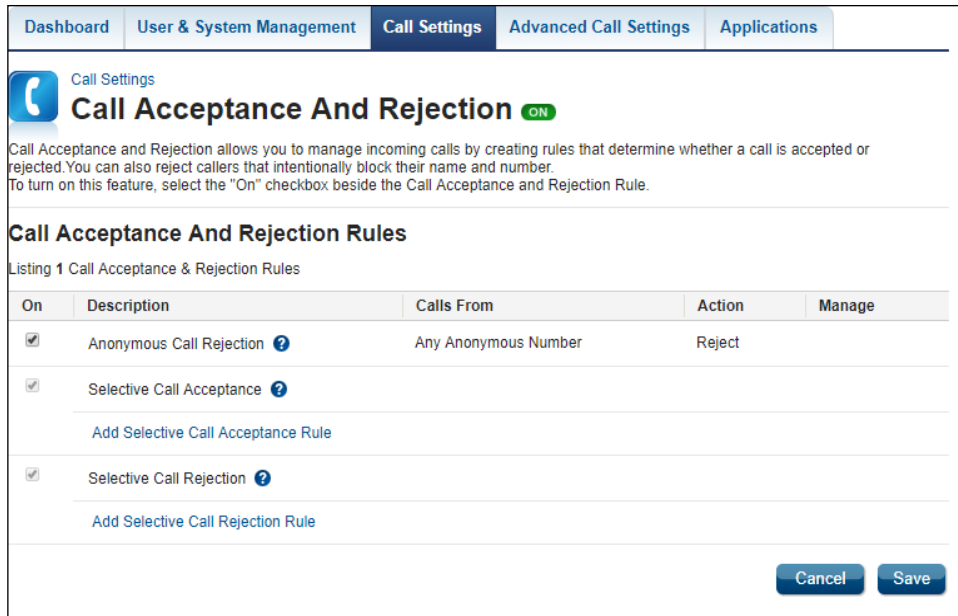


**Note:** Refer to the *Priority Alert* and *Schedules* sections for instructions on how to configure rules.

## Anonymous Call Rejection

The **Anonymous Call Rejection** feature allows you to block callers that intentionally prevent the delivery of their name and number. Click the **On** checkbox to activate Anonymous Call Rejection, and then click the **Save** button. Blocked callers are informed that you are not accepting calls from unidentified callers.

**Figure 59: Call Acceptance and Rejection Screen**



Dashboard User & System Management **Call Settings** Advanced Call Settings Applications

Call Settings

### Call Acceptance And Rejection ON

Call Acceptance and Rejection allows you to manage incoming calls by creating rules that determine whether a call is accepted or rejected. You can also reject callers that intentionally block their name and number. To turn on this feature, select the "On" checkbox beside the Call Acceptance and Rejection Rule.

#### Call Acceptance And Rejection Rules

Listing 1 Call Acceptance & Rejection Rules

On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	Anonymous Call Rejection ?	Any Anonymous Number	Reject	
<input checked="" type="checkbox"/>	Selective Call Acceptance ?			<a href="#">Add Selective Call Acceptance Rule</a>
<input checked="" type="checkbox"/>	Selective Call Rejection ?			<a href="#">Add Selective Call Rejection Rule</a>

[Cancel](#) [Save](#)

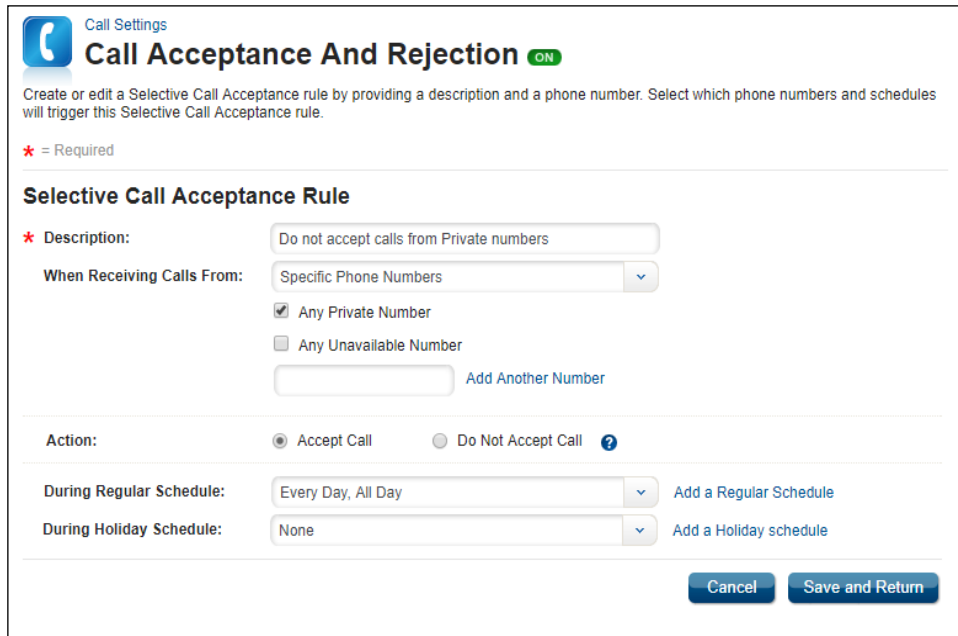
## Selective Call Acceptance

Create a rule that determines how incoming calls are received. The criteria for the rule must be met for you to receive the call.

To create a Selective Call Acceptance rule:

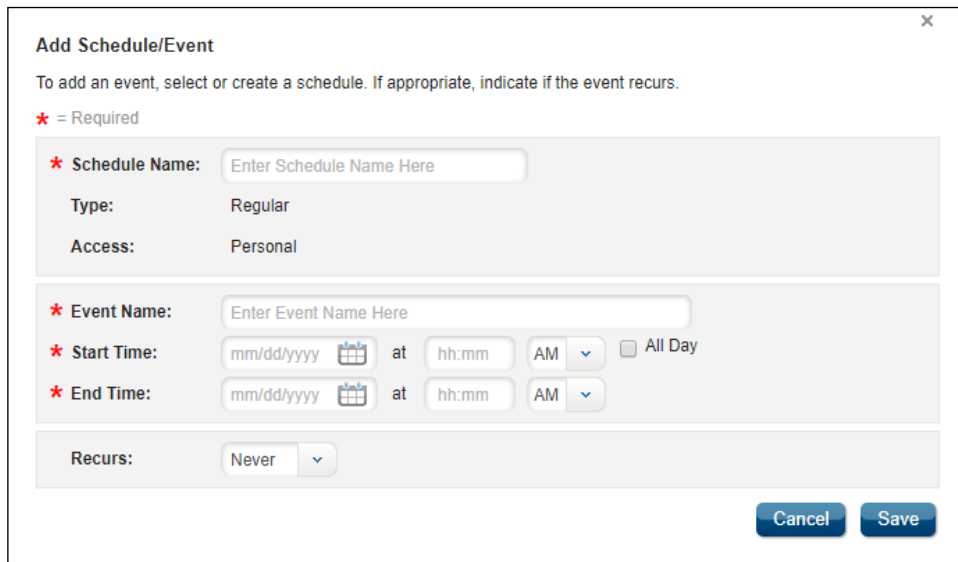
- Click the **Add Selective Call Acceptance Rule** link.  
**Result:** The Selective Call Acceptance Rule information screen opens.
- Enter a description for the acceptance rule.
- Click the down arrow to the right of *When Receiving Calls From* to select whether the rule applies to any phone number or specific numbers or criteria. If you select to enter specific numbers or criteria, the screen expands so that you can enter more information.
  - To indicate whether to block private numbers or unavailable numbers, click the checkbox next to **Any Private Number** or **Any Unavailable Number**.
  - To enter a specific number, type the phone number in the empty field. Click the **Add Another Number** link to create another number field and add another phone number.

**Figure 60: Add Selective Call Acceptance Rule**



4. In the Action field, click either **Accept Call** or **Do Not Accept Call**.
5. By default, the Regular Schedule is set to *Every Day, All Day*. Click the **Add a Regular Schedule** link to create a specific schedule.
  - a. Enter the Schedule Name.
  - b. If this schedule is for a specific event, enter the Event Name.
  - c. Enter the start and end times.
  - d. Select whether the schedule is recurring, and then click the **Save** button.

**Figure 61: Create Selective Call Acceptance Rule Schedule**



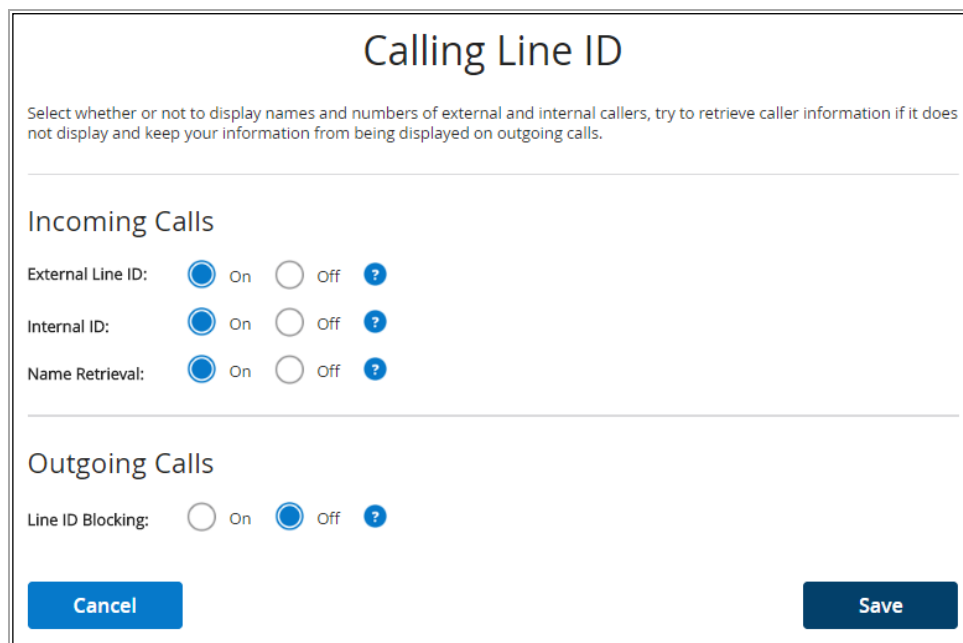
6. By default, the Holiday schedule is set to *None*.
  - a. Click the **Add a Holiday Schedule** link to create a specific schedule.
  - b. Enter schedule information in the same manner as for a Regular Schedule.
7. When all schedule information has been entered, click the **Save and Return** button.

To create a Selective Call Rejection rule, enter information in the same manner as for a Selective Call Acceptance rule.

## Calling Line ID

**Calling Line ID** displays or blocks the name and number for callers inside and outside your group.

**Figure 62: Calling Line ID**



Use the steps described below to configure **Calling Line Identification** for types of incoming and outgoing calls.

### Access the Calling Line ID feature

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Calling Line ID** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Call Acceptance** section, click the **Calling Line ID** link.

**Result:** The **Calling Line ID** window appears.

### Configure Calling Line ID for Incoming Calls

1. Select the **On radio button** at the right of **External Line ID** to display the name and number for callers outside your group.
2. Select the **On radio button** at the right of **Internal Line ID** to display the name and number for callers inside your group.
3. Select the **On radio button** at the right of **Name Retrieval** to look up the name of a caller in an external database when the name does not display with the original call.
4. Click the **Save** button.

### Configure Calling Line ID for Outgoing Calls

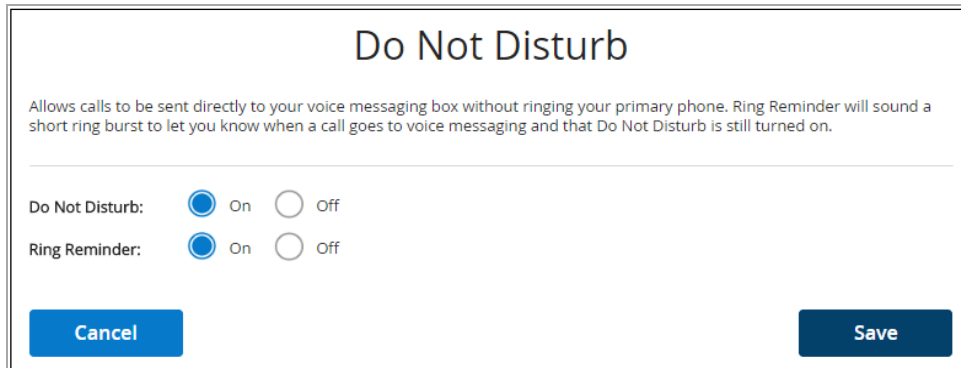
1. Select the **On radio button** at the right of **Line ID Blocking**.
2. Click the **Save** button.

### Do Not Disturb

The **Do Not Disturb** feature allows you to set your phone as unavailable so that incoming calls are routed to voice mail immediately.

You can activate and deactivate the feature by dialing a feature access code on your phone or configuring the service through the MyAccount Portal.

**Figure 63: Do Not Disturb**



Use the following steps to activate and deactivate the **Do Not Disturb** feature:

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Do Not Disturb** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the Call Acceptance section, click the **Do Not Disturb** link (see *Figure 58*).  
**Result:** The Do Not Disturb window appears.
5. Click the **On** radio button to activate the Do Not Disturb feature and send incoming calls directly to your voice mail. When Do Not Disturb is turned on, a Ring Reminder option appears.

6. Click the Ring Reminder **On** or **Off** radio button to activate or deactivate a short ring when a call is sent to voicemail.
  7. Click the **Save** button.
- Result:** A message indicates your Do Not Disturb setting was saved.

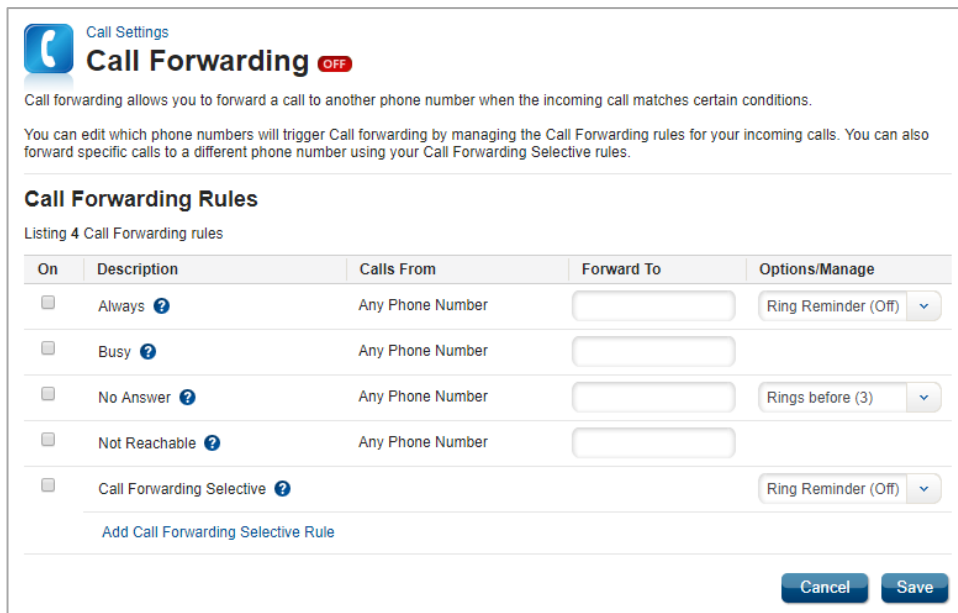
## Call Forwarding

Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions.

Use the following steps to configure the **Call Forwarding** feature:

1. Log in to the MyAccount Portal.
  2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
  3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Forwarding** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
  4. Under the Call Forwarding section, click the **Call Forwarding** link.
- Result:** The **Call Forwarding** window appears.

**Figure 64: Call Forwarding**



**Call Settings**  
**Call Forwarding** OFF

Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions.

You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules.

**Call Forwarding Rules**

Listing 4 Call Forwarding rules

On	Description	Calls From	Forward To	Options/Manage
<input type="checkbox"/>	Always ?	Any Phone Number	<input type="text"/>	Ring Reminder (Off) ▼
<input type="checkbox"/>	Busy ?	Any Phone Number	<input type="text"/>	
<input type="checkbox"/>	No Answer ?	Any Phone Number	<input type="text"/>	Rings before (3) ▼
<input type="checkbox"/>	Not Reachable ?	Any Phone Number	<input type="text"/>	
<input type="checkbox"/>	Call Forwarding Selective ?			Ring Reminder (Off) ▼

[Add Call Forwarding Selective Rule](#)

Cancel Save

### Call Forwarding Always

**Call Forwarding Always** allows you to re-route incoming phone calls to another number for an unspecified period of time. Callers are not aware that the call is ringing to a different number and you are less prone to miss calls.

1. Click the **On** checkbox at the left of the **Always** option to enable this feature.
2. In the **Forward To** field, enter the phone number to which you want all your calls sent.

3. (Optional) From the **Options/Manage** heading, use the drop-down menu to select whether you want your phone to alert you that you have the Call Forwarding Always feature activated.
4. Click the **Save** button to save your changes.

### ***Call Forwarding Busy***

**Call Forwarding Busy** allows you to re-route incoming phone calls to another number when you are on a call.

1. Check the **On** box at the left of the **Busy** option to enable this feature.
2. In the **Forward To** field, enter the phone number to which you want all your calls sent when the phone is in use.
3. Click the **Save** button to save your changes.

### ***Call Forwarding No Answer***

**Call Forwarding No Answer** allows you to re-route incoming phone calls to a co-worker instead of sending the caller to voice mail when you do not answer your phone after a specified number of rings.

1. Check the **On** box at the left of the **No Answer** option to enable this feature.
2. In the **Forward To** field, enter the phone number to which you want all your calls sent after a set number of rings.
3. From the **Options/Manage** column heading, click the drop-down menu and choose the number of telephone rings you want before the call is routed to the number you specify.
4. Click the **Save** button to save your changes.

### ***Call Forwarding Not Reachable***

**Call Forwarding Not Reachable** allows you to re-route incoming phone calls to another number when your device is not accessible.

1. Check the **On** box at the left of the **Not Reachable** option.
2. In the **Forward To** field, enter the phone number to which you want all your calls sent when your device cannot be located.
3. Click the **Save** button to save your changes.

### ***Call Forwarding Selective***

**Call Forwarding Selective** allows you to re-route specific incoming phone calls that match criteria you have set. The criteria for the Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. For example, all business calls from area code 704 could automatically be forwarded to a specific person or hunt group; or a call from your home number between 2:00 and 3:00 p.m. on Tuesday can be forwarded to your mobile device.



**Note:** All criteria for an entry must be true for the call to be forwarded.



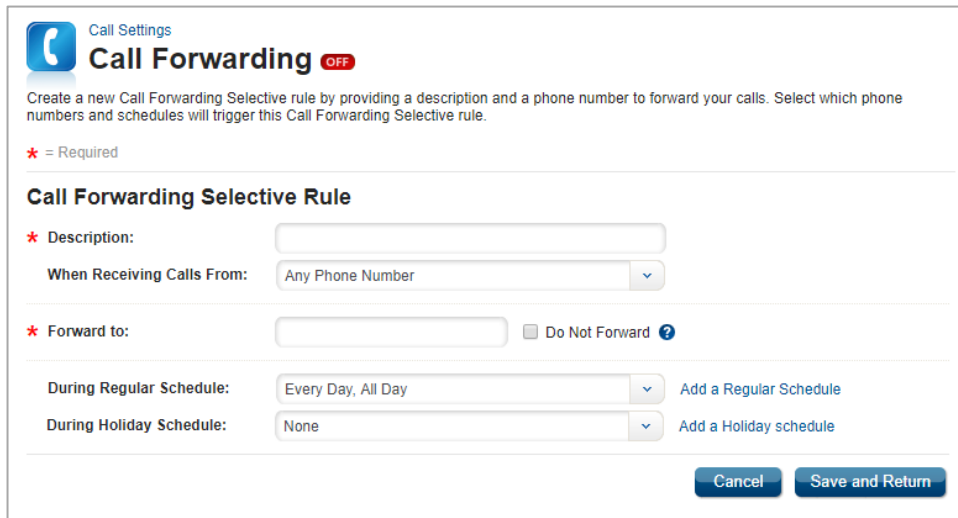
1. Check the **On** box at the left of the **Call Forwarding Selective** option to enable this feature.
2. (Optional) From the **Options/Manage** heading, use the drop-down menu to select whether you want your phone to alert you that you have the Call Forwarding Selective feature activated.
3. If you want to further specify when the Call Forwarding Selective feature should be active, click the **Add Call Forwarding Selective Rule** link.  
**Result:** The **Call Forwarding Selective Rule** screen appears (see *Figure 66*).

## Call Forwarding Selective Rule

Use the following steps to set criteria that will define what, when, and how calls are forwarded using the **Call Forwarding Selective** feature:

1. Enter a name for the selective call type in the **Description** field.
2. From the **When Receiving Calls From:** drop-down menu, select the type of phone number (**Any Phone Number** or **Specific Phone Number**) that you want to add as part of the Selective Rule.
3. If you choose the **Any Phone Number** option, enter the number of where you want to re-route calls in the **Forward to:** field. Check the **Do Not Forward** box if you do not want to re-route any calls.

**Figure 65: (Add) Call Forwarding Selective Rule – Any Phone Number**



**Call Settings**  
**Call Forwarding** OFF

Create a new Call Forwarding Selective rule by providing a description and a phone number to forward your calls. Select which phone numbers and schedules will trigger this Call Forwarding Selective rule.

\* = Required

**Call Forwarding Selective Rule**

\* Description:

When Receiving Calls From:

\* Forward to:  ☐ Do Not Forward ?

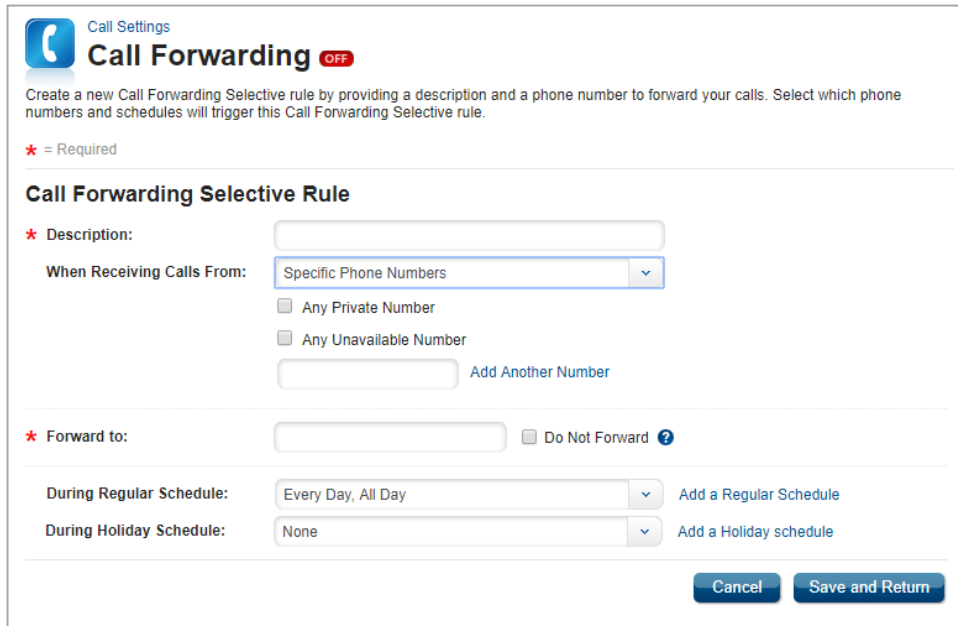
During Regular Schedule:  [Add a Regular Schedule](#)

During Holiday Schedule:  [Add a Holiday schedule](#)

[Cancel](#) [Save and Return](#)

4. If you choose the **Specific Phone Numbers** option, you may check the **Any Private Number** and/or **Any Unavailable Number** box to further define the type of call for which you want the rule to apply in the Call Forwarding Selective parameters.

**Figure 66: (Add) Call Forwarding Selective Rule – Specific Phone Numbers**



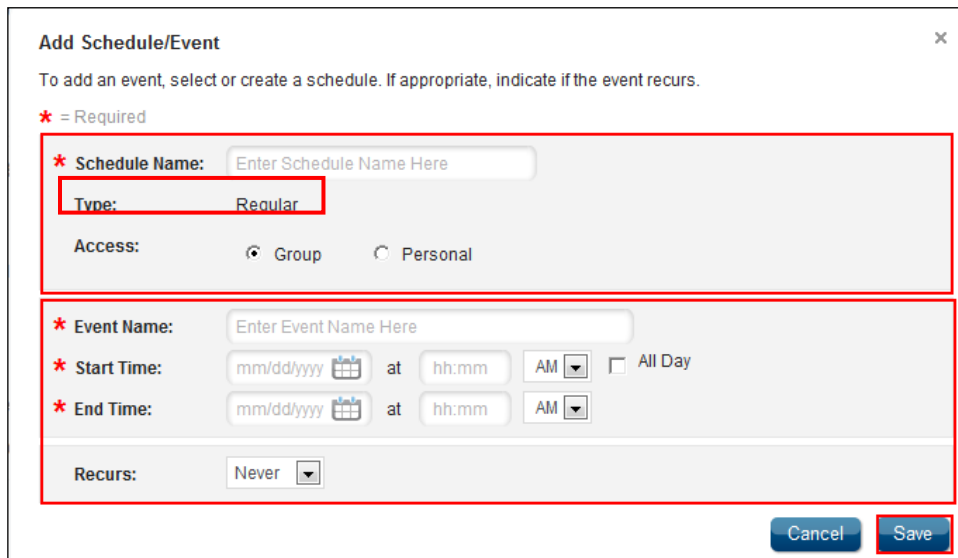
5. Check the **Do Not Forward** box if you do not want to re-route calls.

### Add a Regular and / or Holiday Schedule

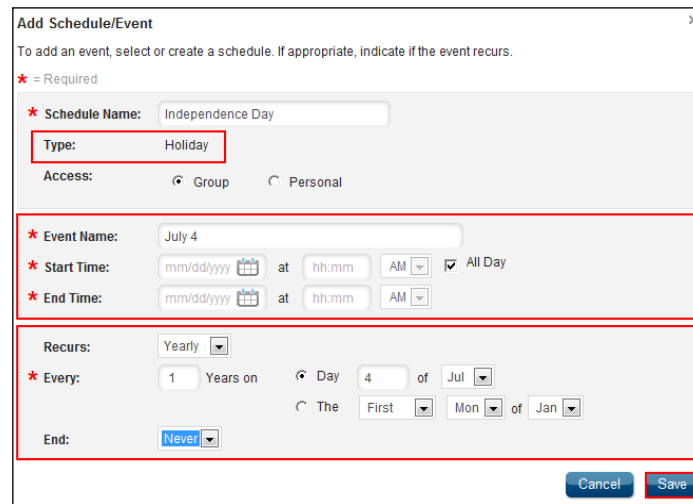
1. From the **During Regular Schedule** and **During Holiday Schedule** drop-down menus, you can select the pre-configured time schedule that you want the Call Selective feature activated.
2. If you need to create a new *regular* or *holiday* schedule, click the **Add a Regular Schedule** or **Add a Holiday Schedule** link.

**Result:** The **Add Schedule/Event** window appears.

**Figure 67: Add Regular Schedule or Holiday Schedule**



**Figure 68: Add Holiday Schedule**



3. In the **Schedule Name** field, enter a description for the time schedule that will be used in the Selective Rule.



**Note:** The Type of event displays based on the type of schedule you want to configure; e.g., Regular or Holiday.

4. Select the radio button to identify who you want to have access or the ability to use this rule. The options are **Group** or **Personal**.
5. Enter a description of the occasion in the **Event Name** field.
6. Enter the **Start Date** and **End Date**, along with their associated times in the respective fields; or, you can check the **All Day** box and forego entering specific times.
7. If the event repeats, select the recurrence type in the **Recurs** drop-down menu. The types of repetition are: **Daily**, **Weekly**, **Monthly**, or **Yearly**.
8. Click the **Save** button twice.

## Call Notify

**Call Notify** allows you to specify conditions for incoming calls that trigger email notification.

Use the following steps to set up the **Call Notify** feature.

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Notify** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. From the **Call Forwarding** section, click the **Call Notify** link.  
**Result:** The **Call Notify** window appears.
5. Enter the email address of the person or group who should receive notifications for when you receive a call.

**Figure 69: Call Notify**

Call Notify

OFF

Call Notify allows you to specify conditions for incoming calls that will generate an email notification to your inbox.

You can manage the Call Notify rules for your missed calls. You can also edit which phone numbers and schedules will trigger an email notification.

---

Call Notify Rule(s)

Send All Notification Emails to:

wanda.thompson@arizona

?

Listing 0 Call Notify Rule(s)

On	Description	Calls From	Action	Manage
No data to display				

Add Call Notify Rule

Cancel

Save

## Call Notify Rule

To create a **Call Notify Rule**:

- Click the **Add Call Notify Rule** link (see *Figure 69*).  
**Result:** The **Add Call Notify Rule** window appears (see *Figure 70*).
- Enter the name of the rule in the **Description** field.
- Select the type of phone number (**Any Phone Number** or **Specific Phone Number**) that you want to identify as part of the **Call Notify Rule**.
- If you choose the **Any Phone Number** option, select the radio button to identify whether you want to have an email notification sent to the email you specified (see *Figure 69*).
- If you choose the **Specific Phone Numbers** option, you can check the **Any Private Number** and/or **Any Unavailable Number** box to further define the type of call you want in your Call Notify parameters.
- Specific Phone Numbers, Any Unavailable Number** and individual phone numbers are part of the **Call Notify Rule**. Calls matching all the specified criteria will be re-routed.
- Check the **Do Not Send Notification** box if you do not want to trigger an email notification.
- Enter schedule criteria (see *Add a Regular and / or Holiday Schedule* for more information).

**Figure 70: Add Call Notify Rule**

Add Call Notify Rule

Description:

When Receiving Calls From:

Action:
☒ Send Notification
☐ Do Not Send Notification

During Regular Schedule:
[Add a Regular Schedule](#)

During Holiday Schedule:
[Add a Holiday Schedule](#)

## Sequential Ring

**Sequential Ring** acts as a find-me-follow-me feature that rings up to five numbers in a customized sequence when an incoming call matches specified conditions.

Use the following steps to set up a **Sequential Ring** chain.

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Sequential Ring** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. From the **Call Forwarding** section, click the **Sequential Ring** link.

**Result:** The **Sequential Ring** window appears (see *Figure 71*).

- a. Click the **Ring My Phone Number First** check box to ring your phone number before routing calls to the next phone number in the list.
- b. Click the **Skip to Next Number if Busy** check box to ring the next number in the list if a number is busy.
- c. Click the **Allow Caller to Skip Sequence** check box for call to advance to the first available number in the list.

**Figure 71: Sequential Ring Screen**

## Sequential Ring OFF

In addition to your phone number, Sequential Ring allows you to add up to five phone numbers that will ring in your preferred order when the incoming call matches certain conditions.

Manage your phone numbers, settings and rules that will trigger sequential ringing. To activate Sequential Ring, you must have at least one rule turned on.

### Sequential Ring List

☒ Ring My Phone Number First
 ☒ Skip to Next Number if Busy
 ☒ Allow Caller to Skip Sequence

No. of Rings:

Sequence	Phone Number	Answer Confirmation	Rings	Manage
No data to display				

[Add Another Number](#)

### Sequential Ring Rules

Listing 0 Sequential Ring Rule(s)

On	Description	Calls From	Action	Manage
No data to display				

[Add Sequential Ring Rule](#)

Cancel
Save

## Add Another Number

You may choose to route all or only selective incoming calls to your **Sequential Ring** List. To route only selective calls, you must add rules that will determine when calls are routed.

Use the following steps to configure the phone numbers that will be used for the **Sequential Ring** feature.

1. Click the **Add Another Number** link (see *Figure 72*). You can enter up to 5 numbers.
2. Enter the **Phone Number** to which calls should be routed.
3. Choose **Yes** or **No** from the **Answer Confirmation** drop-down menu.
4. Click the **Rings** drop-down menu to select the number of rings before the call is forwarded to the next number.
5. Click **Clear** or **Remove** to delete any number from your list.
6. Click the **Save** button to complete your list.
7. To activate Sequential Ring, you must have at least one **Sequential Ring Rule** turned **On**.

8. Click the **Save** button.

**Figure 72: Define Call Routing**

Sequential Ring List

☒ Ring My Phone Number First
 ☒ Skip to Next Number if Busy
 ☒ Allow Caller to Skip Sequence

No. of Rings:  ▼

Sequence	Phone Number	Answer Confirmation	Rings	Manage
1	<input type="text"/>	No <span>▼</span>	3 <span>▼</span>	Delete

[Add Another Number](#)

## Sequential Ring Rule

Use the following steps to configure a new **Sequential Ring** Rule:

1. Click the **Edit** or **Add Sequential Ring Rule** link (see *Figure 71*) to change or add a new Sequential Ring Rule.
2. Enter a **Description** for the rule in the field provided (see *Figure 73*).
3. Click the **When Receiving Calls From** drop-down menu and select the option to which the rule applies. The options are **Any Phone Number** or **Specific Phone Numbers**.
4. If you select **Specific Phone Numbers**, click the type of phone number (**Any Private Number** or **Any Unavailable Number**) and enter the number.
5. Click the **Call Sequential Ring List** or **Do Not Call Sequential Ring List** check box to activate or deactivate this feature.
6. Click the **During Regular Schedule** or **During Holiday Schedule** drop-down menu and select an existing schedule for when the Sequential Ring Rule should apply.
7. Add a new schedule by clicking the **Add a Regular Schedule** or **Add a Holiday Schedule** link and entering the required information (see the section covering *Add a Regular and / or Holiday Schedule* for more information).
8. Create separate **Sequential Ring Rules** if both a **Regular** and a **Holiday Schedule** are desired.
9. Click the **Save and Return** button.

**Figure 73: Sequential Ring Rule Configuration**

### Sequential Ring OFF

Provide a description for your new rule and select which phone numbers and schedules will trigger sequential ringing. You can activate or deactivate the Call Sequential Ring List or add a new schedule.

---

**Sequential Ring Rule**

Description:

When Receiving Calls From: Any Phone Number ▼

Action: ☒ Call Sequential Ring List ☐ Do Not Call Sequential Ring List

During Regular Schedule: Every Day, All Day ▼ [Add a Regular Schedule](#)

During Holiday Schedule: None ▼ [Add a Holiday Schedule](#)

Cancel
Save and Return

### Simultaneous Ring Personal

**Simultaneous Ring** enables selecting up to ten other phone numbers that will ring at the same time for incoming calls.

Use the following steps to identify other numbers that will ring when you receive an incoming call:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Simultaneous Ring** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Call Forwarding** section, click the **Simultaneous Ring** link.
5. For the **Use Simultaneous Ring List** field, click one of the following radio buttons:
  - a. Click the **Off** checkbox to disable the Simultaneous Ring feature.
  - b. Click the **Always On** check box to turn Simultaneous Ring on all the time.
  - c. Click **On With Simultaneous Ring Rules** to specify a time using a defined rule.
6. Click the **Add Another Number** link to add a phone number to the list. You can enter up to ten phone numbers that will ring at the same time.
7. Click the **Yes** or **No** drop-down menu for the **Answer Confirmation** action for each phone number.
8. Click **Remove** to delete a phone number from the list.
9. Click **On With Simultaneous Ring Rules** to enable feature when a specific rule is selected.



10. Click the **Do Not Call My List If I Am On a Call** check box to disable the feature when on a call.
11. Click the **Save** button.

**Figure 74: Simultaneous Ring List Options**

## Simultaneous Ring OFF

Simultaneous Ring allows you to select up to ten other phone numbers that will ring at the same time, or when the incoming call matches your rules. You can activate Simultaneous Ring or manage phone numbers that will ring at the same time. If you select "On with Simultaneous Ring Rules," you must turn on at least one rule.

---

### Simultaneous Ring List

Use Simultaneous Ring List: ☒ Off ☐ Always On ☐ On With Simultaneous Ring Rules ?

☒ Do Not Call My List If I Am On a Call

Phone Number	Answer Confirmation	Manage
<input type="text" value="555-222-4409"/>	No <span>▼</span>	<a href="#">Clear</a>

[Add Another Number](#)

### Simultaneous Ring Rules

Listing 0 Simultaneous Ring Rule(s)

On	Description	Calls From	Action	Manage
No data to display				

[Add Simultaneous Ring Rule](#)

Cancel
Save

Use the following steps to add and configure a **Simultaneous Ring Rule**:

1. Click the checkbox next to an existing rule to activate the feature.
2. Click the **Edit** or **Delete** link to change or remove a rule.
3. Click the **Add Simultaneous Ring Rule** link to create a new rule.
4. Enter a rule name in the **Description** field (see *Figure 75*).
5. Click the **When Receiving Calls From** drop-down menu, and click the option to which the rule applies. The options are **Any Phone Number** or **Specific Phone Numbers**.
6. If you select **Specific Phone Numbers**, click the type of phone number (**Any Private Number** or **Any Unavailable Number**) and enter the number.
7. Click the **Call Simultaneous Ring List** or **Do Not Call Simultaneous Ring List** check box to activate or deactivate this feature.
8. Click the drop-down menu for **During Regular Schedule** or **During Holiday Schedule** to select when the rule applies.

**Figure 75: Add / Edit Simultaneous Ring Rule**

### Simultaneous Ring Rules

Listing 0 Simultaneous Ring Rule(s)

On	Description	Calls From	Action	Manage
No data to display				

[Add Simultaneous Ring Rule](#)

Description:

When Receiving Calls From:

Action: ☒ Call Simultaneous Ring List ☐ Do Not Call Simultaneous Ring List

During Regular Schedule:  [Add a Regular Schedule](#)

During Holiday Schedule:  [Add a Holiday Schedule](#)

- Create a new schedule by clicking the **Add a Regular Schedule** or **Add a Holiday Schedule** link (see the section covering *Add a Regular and / or Holiday Schedule* for more information).
- Create separate **Simultaneous Ring Rules** if both a **Regular** and a **Holiday** Schedule are desired.
- Click the **Save and Return** button.  
**Result:** A message indicates your **Simultaneous Ring Rule** settings were saved successfully.

## Call Receiving

### Auto Attendant

Auto Attendant allows you to customize an automated receptionist with greetings that provide a menu of options to assist callers in routing their calls during or after business hours. You can manage your Auto Attendant settings and menus, and even upload a custom audio file.

Calls are answered immediately, and callers hear a company recorded message that outlines the options for connecting the call. Routing destinations can be to an internal extension or a direct-dialed number.



**Note:** The Auto Attendant feature should be provisioned at the time of installation. If it is not, contact your local Cox Support team. Once it is provisioned, you can manage it through the portal.

You can only add an Auto Attendant to replace one that has been deleted.

To access the **Auto Attendant** screen, do the following:

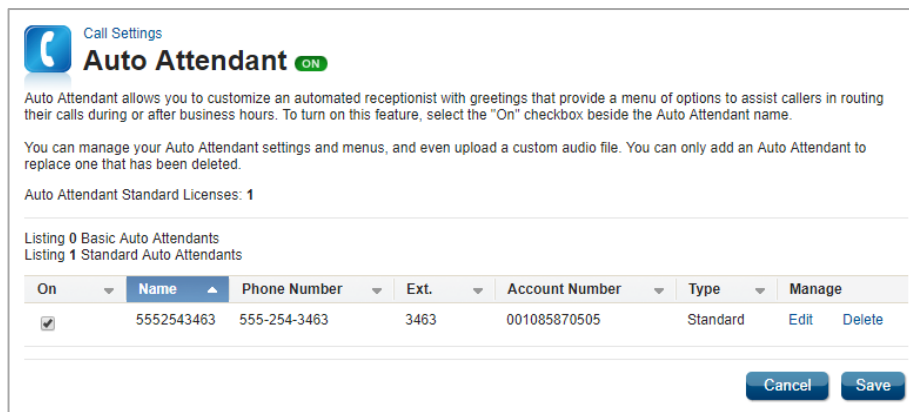
1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Auto Attendant** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.

**Results:** The Auto Attendant screen opens.

### Activate/Deactivate Auto Attendant

1. Click the **On** checkbox next to the name of the Auto Attendant to activate or deactivate the feature.
2. Click the **Save** button.

**Figure 76: Auto Attendant**



**Call Settings**

### Auto Attendant ON

Auto Attendant allows you to customize an automated receptionist with greetings that provide a menu of options to assist callers in routing their calls during or after business hours. To turn on this feature, select the "On" checkbox beside the Auto Attendant name.

You can manage your Auto Attendant settings and menus, and even upload a custom audio file. You can only add an Auto Attendant to replace one that has been deleted.

Auto Attendant Standard Licenses: 1

Listing 0 Basic Auto Attendants  
Listing 1 Standard Auto Attendants

On	Name	Phone Number	Ext.	Account Number	Type	Manage
<input checked="" type="checkbox"/>	5552543463	555-254-3463	3463	001085870505	Standard	Edit Delete

Cancel Save

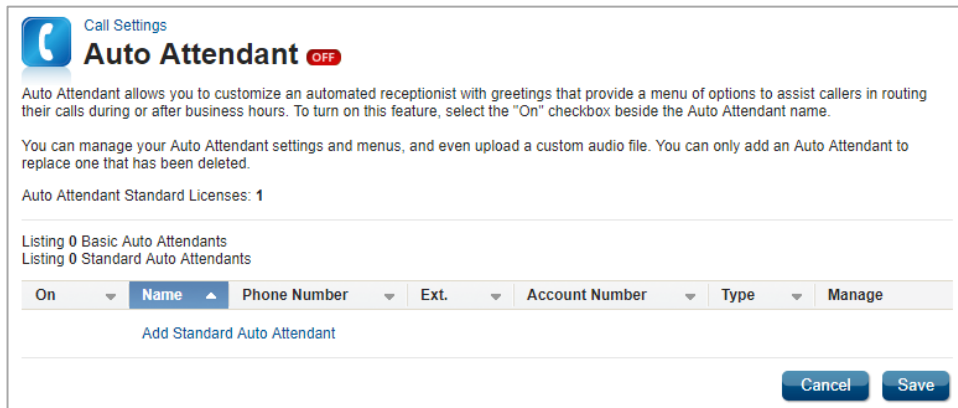
## Edit or Delete Auto Attendant

To edit or delete an existing auto attendant message, click the **Edit** or **Delete** link.

## Add Standard Auto Attendant

If Auto Attendant has not yet been configured, click the **Add Standard Auto Attendant** link and then fill in the form fields as indicated in the sections that follow.

**Figure 77: Add Standard Auto Attendant**



**Call Settings**  
**Auto Attendant** OFF

Auto Attendant allows you to customize an automated receptionist with greetings that provide a menu of options to assist callers in routing their calls during or after business hours. To turn on this feature, select the "On" checkbox beside the Auto Attendant name.

You can manage your Auto Attendant settings and menus, and even upload a custom audio file. You can only add an Auto Attendant to replace one that has been deleted.


Auto Attendant Standard Licenses: 1

Listing 0 Basic Auto Attendants  
Listing 0 Standard Auto Attendants

On	Name	Phone Number	Ext.	Account Number	Type	Manage
<a href="#">Add Standard Auto Attendant</a>						

## General Auto Attendant Settings



**Note:** For help filling in the form fields, hover your mouse over the question mark icon  next to a field for more information.

1. Enter a **Name** for the Auto Attendant (*Figure 78*).
2. Click the **Phone Number** drop-down menu to select which number the Auto Attendant feature is assigned.
3. Enter the specific **Auto Attendant Extension** of the general phone number to which the caller should be sent, if applicable.
4. Click the **Account Number** drop-down menu to select the appropriate account to associate to the auto attendant.
5. If there is more than one business location, there will be multiple accounts from which to choose.
6. Click the **Time Zone** drop-down menu to select the appropriate time.
7. Choose to allow **Dial by Extension** or **Dial by Name** functionality.
8. Click the radio button to select the **Name Dialing Format** for customers to use.

**Figure 78: Edit Auto Attendant**

Dashboard
User & System Management
Call Settings
Advanced Call Settings
Applications

Call Settings
Auto Attendant ON

To add or edit general Auto Attendant settings, specify the name, phone number, account number and time zone. You can allow dialing by extension and name within the entire group or just this account. You must also choose the "Name Dialing Format."

For your Auto Attendant menus, select which schedule to follow and choose to use either the default or a custom greeting. You must also specify a description, action and phone number for your menu. You can now create submenus to provide additional routing options for calls. Create new submenu's from any schedule, save and return to add that submenu to your Auto Attendant settings.

★ = Required

### General Auto Attendant Settings

★ Auto Attendant Name: 5552543463

★ Phone Number: 555-254-3463 ?

★ Auto Attendant Extension: 3463 Edit ?

Auto Attendant ID: 5552543463@coxbusiness.com

Account Number: 001085870505

Time Zone: (GMT-04:00) (US) Eastern Time

Allow Extension Dialing Within: ☒ Group ☐ This Account ?

Allow Name Dialing Within: ☒ Group ☐ This Account ?

Name Dialing Format: ☒ Last Name + First Name ☐ Last Name + First Name or First Name + Last Name ?

[Hide General Auto Attendant Settings](#)

## Auto Attendant Menu Options (Business Hours)

Edit greetings and menu options for use during business hours.

1. Select whether to use the default greeting or upload a custom greeting. If you click the **Custom** radio button, a **Select Greeting** link appears. See the instructions for **Custom Greeting** for more information.
2. Click **Enable First-Level Extension Dialing** to allow a caller to dial the desired extension immediately following the greeting without waiting for the next level of audio prompts.

**Figure 79: Auto Attendant Options – Business Hours**

Auto Attendant Menu Options (Business Hours) ?

Business Hours Greeting: ☐ Default ☒ Custom: [Select Greeting](#) ?

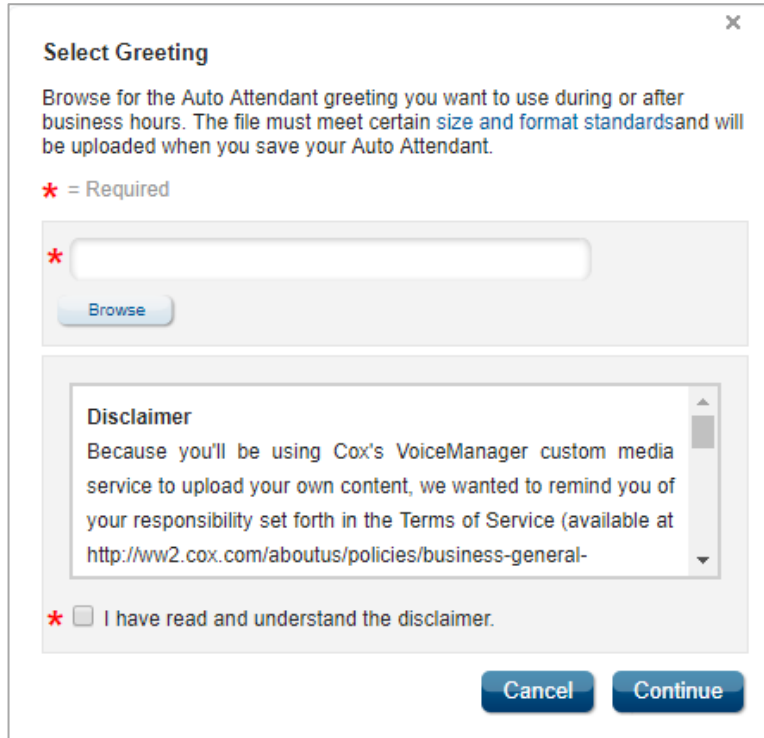
☒ Enable First-level Extension Dialing ?

Key	Description	Action	Action Data
1	dial by extension	Extension Dialing	
2	dial by name	Name Dialing	
3			
4			
5			
6			
7			
8			
9			
0	group operator	Transfer to Operator	555-254-7744
*			
#			

## Custom Greeting

1. Click the **Select Greeting** link to open the Select Greeting screen (see *Figure 80*), where you can browse for a custom greeting located on your computer.
2. Click the **Browse** button (see *Figure 80*) and locate the greeting you wish to use.
3. Read the **Disclaimer** and then click the checkbox to indicate you have read and understand the disclaimer.
4. Click the **Continue** button to continue uploading the custom greeting.

**Figure 80: Select a Custom Greeting**



## Menu Options

You can create menu tree options that will be assigned to **Key** numbers in the custom greeting you create.



**Note:** When you create a greeting, you will need to provide dialing instructions to callers in your recording that correspond with the menu tree options.

1. Enter an explanation of the menu tree option in the **Description** field for each number that will be assigned an action.
2. Click the **Action** dropdown menu for each Description entered and click the action desired.
3. If **Action Data** is required, for example, if transferring the call to a certain phone number, enter the phone number to which the call will be transferred.

## Auto Attendant Menu Options (After Hours)

You can create menu tree options for callers based on specific time schedules after hours. Use the steps below to configure this type of Auto Attendant.

1. If you do not need a custom schedule, click the drop-down menu and select **Every Day, All Day** (see *Figure 81*).
2. To build a custom time period, click the **Add a Business Hours Schedule** link and enter the required information. See the section covering *Schedules* for more information about setting up a schedule.

**Figure 81: Auto Attendant Menu Options (After Hours)**

### Auto Attendant Menu Options (After Hours) ?

Business Hours: Every Day, All Day [Add a Business Hours Schedule](#)

After Hours Greeting: ☒ Default ☐ Custom: ?

☒ Enable First-level Extension Dialing ?

Key	Description	Action	Action Data
1	<input type="text" value="Dial by Extension"/>	<span>Extension Dialing</span>	
2	<input type="text" value="Dial by Name"/>	<span>Name Dialing</span>	
3	<input type="text"/>		
4	<input type="text"/>		
5	<input type="text"/>		
6	<input type="text"/>		
7	<input type="text"/>		
8	<input type="text"/>		
9	<input type="text"/>		
0	<input type="text" value="Group Operator"/>	<span>Transfer to Operator</span>	<input type="text"/>
*	<input type="text"/>		

3. Select whether to use the default greeting or to upload a custom greeting, and set up menu tree options as described in the section, *Auto Attendant Menu Options (Business Hours)*.
4. Click the **Save and Return** button to return to the main screen.  
**Result:** A message indicates the **Auto Attendant** settings updated successfully.

## Record Greeting

1. Prepare and rehearse your **Auto Attendant Greeting** before you log in to record. Because this is your Auto Attendant, you can record the greeting to say whatever you want, but generally you will want to have a greeting similar to, "Thank you for calling ABC Company," and then list options; e.g., "For sales press 1, for customer service press 2", etc.)
2. Dial the Voice Portal access number provided by your Cox Representative.
3. Press \*

4. Dial your Auto Attendant number and press the # key.
5. When prompted for your passcode, press the \* key.
6. When prompted for your telephone number, dial **9999#**.
7. When prompted for your passcode, enter the new passcode you created.  
**Result:** You are now at the main menu of the Auto Attendant Greeting menu.
8. Press **1** to record a new greeting.
9. Press **1** to record your standard greeting or business hours if you have set up a schedule and Press **2** to record your after-hours greeting (after hours will only activate if you have a schedule selected for the Auto Attendant).



**Note:** If you did not already set up a schedule, please consult the [time schedule online](#) help guide.

If you'd prefer to pre-record an audio file, you can hire professionals or use common software. You will need to generate an output file in the .WAV format, and it must be recorded with the CCITT u-law or a-law codec format. After saving this file, it can be uploaded through the VoiceManager portal.

## Test Auto Attendant

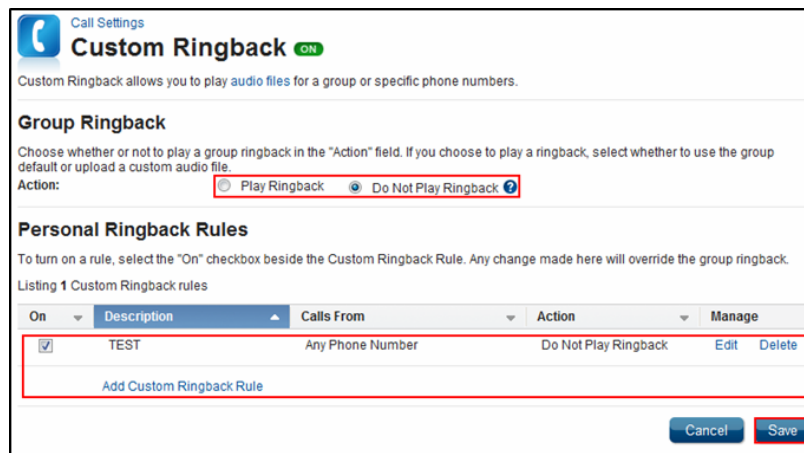
Call your **Auto Attendant** number to verify proper functionality:

- Does it play the greeting you recorded?
- Are the touch tone selections going to the correct destination?
- Are the scheduled times working properly (see above for more information about schedules)?

## Custom Ringback

**Custom Ringback** enables all callers to hear a media file when they call any company number. Instead of ringing, callers hear the message or music you specify until their call is answered or goes to voice mail.

**Figure 82: Custom Ringback**



**Call Settings**  
**Custom Ringback** ON

Custom Ringback allows you to play audio files for a group or specific phone numbers.

**Group Ringback**  
Choose whether or not to play a group ringback in the "Action" field. If you choose to play a ringback, select whether to use the group default or upload a custom audio file.  
Action: ☒ Play Ringback ☐ Do Not Play Ringback

**Personal Ringback Rules**  
To turn on a rule, select the "On" checkbox beside the Custom Ringback Rule. Any change made here will override the group ringback.  
Listing 1 Custom Ringback rules

On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	TEST	Any Phone Number	Do Not Play Ringback	Edit Delete

[Add Custom Ringback Rule](#)

Cancel Save

1. Log in to the MyAccount Portal.

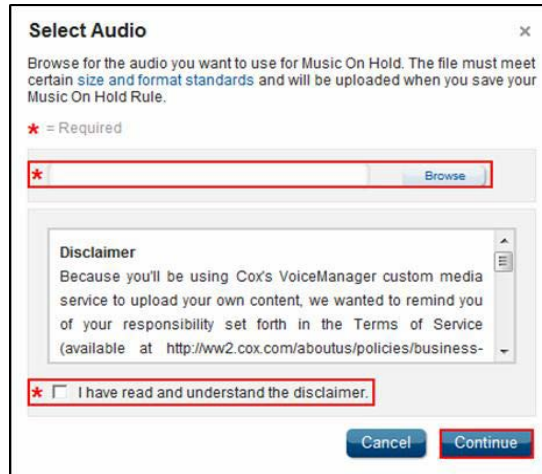


2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Custom Ringback** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Call Receiving** section, click the **Custom Ringback** link.

### Group Ringback

1. Click one of the **Action** radio buttons to select whether or not to play a **Group Ringback**.
2. If you choose **Play Ringback**, click **Select Audio** to upload a custom audio file.

**Figure 83: Select Audio**

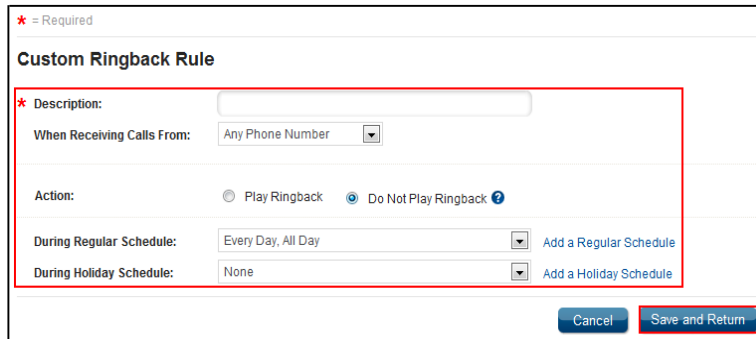


3. Click **Browse** to find the file.
4. Click your file name to select it.
5. Click the checkbox to accept the disclaimer.
6. Click the **Continue** button.

### Personal Ringback

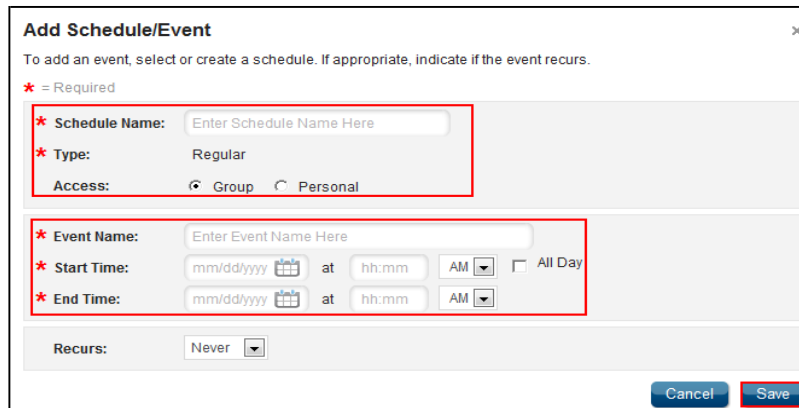
1. Navigate to **Custom Ringback**. See the section covering *Custom Ringback* for more information.
2. To engage an existing rule, click the **On** checkbox next to the **Personal Ringback Rule** (see *Figure 82*). Selecting a **Personal Ringback** option will override a **Group Ringback** selection.
3. Click the **Save** button.
4. To create a new ringback selection, click the **Add Custom Ringback Rule** link.  
**Result:** The **Custom Ringback Rule** dialog box appears.

**Figure 84: Custom Ringback Rule**



5. Enter a name for this group in the **Description** field.
6. Click the **When Receiving Calls From** drop-down menu to select the phone numbers covered by this rule.
7. Click the **Play Ringback** or **Do Not Play Ringback**, depending upon preference.
8. Click the drop-down menu for **During Regular Schedule** or **During Holiday Schedule** to select when the rule applies.
9. Click **Add a Regular Schedule** or **Add a Holiday Schedule** to create a time detailed schedule and event. Create separate Custom Ringback Rules if both a Regular and Holiday Schedule are desired.

**Figure 85: Add Schedule / Event**



10. Enter a name for the new regular or holiday schedule in the **Schedule Name** space.
11. Click the radio button for **Group** or **Personal** to indicate who will have access to this rule.
12. In the **Event Name** space, type what this rule will be called.
13. Enter the **Start Time** by clicking the calendar link and the start date.
14. Enter the start time in the four digit format, **hh:mm**, in the space.
15. Click the drop-down menu; select **AM** or **PM**.
16. If the rule applies more than specified hours, click the **All Day** checkbox.
17. For the **End Time**, repeat steps #18-20.

18. Click the **Recurs** drop-down menu and select how often the rule applies.
19. Click the **Save** button.
20. To change an existing rule, click the **Edit** link next to the rule.
21. Make all necessary changes and click the **Save** button.

### **Group Night Service**

When activated, the Group Night Service feature redirects all of a user's incoming calls to a forwarding number. The forwarding number is set up when this service is assigned to the user and it can be an Auto Attendant or a voice mailbox number.

The redirection can be activated and deactivated manually at the group level or by a group administrator at the user level. It can also be activated and deactivated automatically by a programmed business hour or holiday schedule.



**Note:** Once this feature is configured, it is not typically necessary to perform future edits unless the forwarding number changes.

Complete the following steps to create a Group Night Service.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Group Night Service** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the Call Receiving section, click the **Group Night Service** link.  
**Result:** The Group Night Service window appears.

**Figure 86: Group Night Service**

## Group Night Service

Group Night Services allows you to turn on call forwarding services and select business and holiday hours by specific groups.

---

### Group Night Forwarding

Use this service to forward calls to a specific number during regular hours or holiday hours

**Action:** ☐ Off ☐ On ☒ Automatic On

**During Regular Schedule:**  [Add a Regular Schedule](#)

**During Holiday Schedule:**  [Add a Holiday Schedule](#)

**\* Calls will be forwarded to:**

---

### Group Night Service Personal Settings

**Action:** ☒ Off ☐ On ☐ Use Group Default Settings [?](#)

**Cancel**
**Save**

### Group Night Forwarding

Select the Action you want the Group Night Service to take:

- Select the **Off** radio button to deactivate the service.
- Select the **On** radio button to activate the service.  
**Result:** The **Calls will be forwarded to:** field appears. You will have to manually activate and deactivate this feature daily. This setting is recommended for businesses that do not have set hours.
- If you click the **Automatic On** button, the **During Regular Schedule** and **During Holiday Schedule** fields appear. Choose the time schedule from the drop-down menus.



**Note:** If a time schedule has not been set up, click the **Add Regular Schedule** link to create one for regular work days or click the **Add Holiday Schedule** link to create one for holiday hours. See

5. Enter the phone number to which you want calls to go after hours. (Note: If you select this option, you will have to access this field daily to activate and deactivate the feature.)



**Note:** Enter \*55 as a prefix to the number or extension if you want all calls to automatically go to that number's voicemail; e.g., \*5518002553700..

6. As an admin, you can also configure (override) the user's Group Night Service Personal Settings section, too.
7. If you are not an admin, you can turn on or off the action, via the radio buttons, or click the Use Group Default Settings radio.
8. Click the **Save** button.

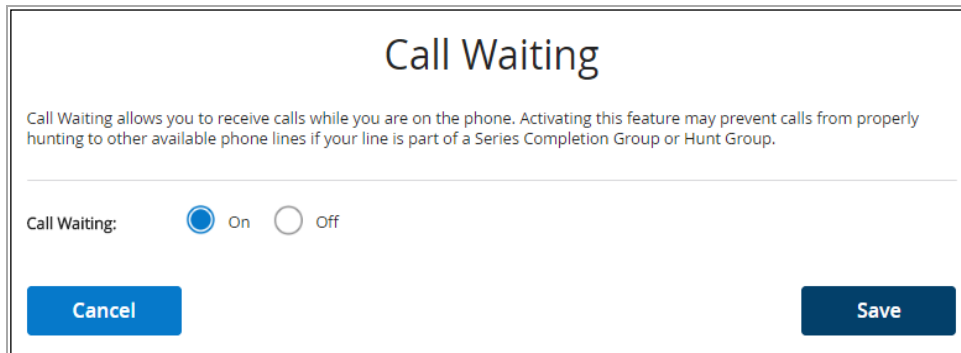
## Call Waiting

**Call Waiting** notifies you of an incoming call while you are on the phone by sounding two short tones, allowing you to ignore the incoming call or place the first call on hold and answer the second call.

Use the following steps to set up the **Call Waiting** feature:

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Waiting** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.  
**Results:** The Call Waiting screen opens.
4. Select the **On** radio button to activate the **Call Waiting** feature.
5. Click the **Save** button.

**Figure 87: Call Waiting**



## Priority Alert

**Priority Alert** allows selection of a different ring type for certain incoming calls, such as a specific person, or a call from inside or outside a group.

Use the following steps to view and create a **Priority Alert** rule:

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Priority Alert** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.  
**Results:** The Priority Alert screen opens.

**Figure 88: Priority Alert Screen**

## Priority Alert ON

Priority alert allows you to identify specific callers with distinctive ring based on alert rules you create.

### Priority Alert Rules

To turn on the feature, select the 'On' checkbox beside the Priority Alert Rule.

Listing 1 Priority Alert Rules

On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	CFB	Any Private Number	Yes	<a href="#">Edit</a>   <a href="#">Delete</a>

[Add Priority Alert](#)

Cancel
Save

- Click the **Add Priority Alert** link to create a new rule.

**Figure 89: Add Priority Alert**

## Priority Alert ON

Create a Priority alert by providing a description and phone numbers will trigger the alert. Priority alerts can be set to occur when receiving calls from any external phone number or specific phone numbers. Select which regular or holiday schedule to use for this priority alert.

### Add Priority Alert Rule

Description:

When Receiving Calls From:

Action: ☒ Use Priority Alert ☐ Do not Use Priority Alert ?

During Regular Schedule:  [Add a Regular Schedule](#)

During Holiday Schedule:  [Add a Holiday Schedule](#)

Cancel
Save and Return

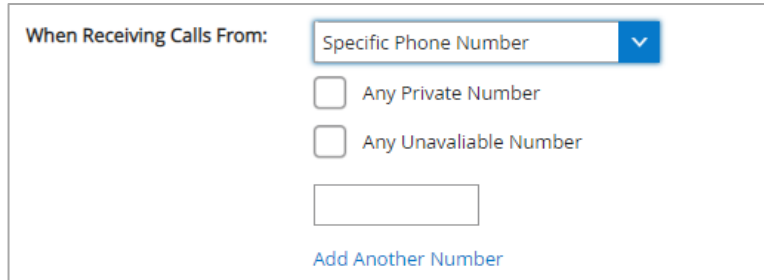
- Enter an explanation for the rule in the **Description** field.
- From the **When Receiving Calls From** drop-down menu, select the type of phone number for which to apply the rule.

By default, *Any External Phone Number* is selected. Select **Specific Phone Numbers** to expand the screen and enter specific information.

- Click the **Any Private Number** checkbox to include private numbers.
- Click the **Any Unavailable Number** checkbox to include "Unavailable" numbers.

- c. In the blank field, enter the phone number you want to add.
- d. To add another number, click the **Add Another Number** link.

**Figure 90: Priority Alert Rule – Specific Phone Numbers**



The screenshot shows a form titled "When Receiving Calls From:". It contains a dropdown menu with "Specific Phone Number" selected. Below the dropdown are two checkboxes: "Any Private Number" and "Any Unavailable Number", both of which are unchecked. At the bottom of the form is a text input field and a blue link labeled "Add Another Number".

7. In the **Action** field (see *Figure 89*), click the **Use Priority Alert** or **Do Not Use Priority Alert** radio button to define how to treat the call.
8. Select when to apply the rule by clicking an option in the **During Regular Schedule** and **During Holiday Schedule** drop-down menus.
9. Create separate **Priority Alert Rules** if both a **Regular** and a **Holiday Schedule** are desired.



**Note:** See step 5 in the section covering *Selective Call Acceptance* for more information about setting up a regular or holiday schedule.

10. Click the **Save and Return** button.  
**Result:** You are returned to the Priority Alert screen, where you can select to activate the rule you created.
11. Click the **On** checkbox to activate a priority alert rule (see *Figure 88*), and then click the **Save** button.

## Push to Talk

**Push to Talk** allows user-to-user intercom service across your group. You can choose to have your Push to Talk calls answered automatically and select the type of outgoing connection. You can also add and remove assigned users to specify who can place an intercom call to a specific user.

Use the following steps to set up the **Push to Talk** feature.

1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Push to Talk** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the Call Receiving section, click the **Push to Talk** link.  
**Result:** The **Push to Talk** window appears (see *Figure 91*).
5. Click the **On** checkbox to enable the **Auto Answer** feature and hear the caller's voice over the intercom.

6. Click the **Off** checkbox to manually answer a **Push to Talk** call without using the intercom.
7. Click the **Outgoing Connection Type** drop-down menu and select **One-Way** or **Two-Way** communication.



**Note:** In a one-way connection, only the caller can talk and be heard. In a two-way connection, both parties can talk and be heard.

8. Select who you want to allow calls from in the drop-down menu and choose **Only the Assigned Users** or **Everyone except the Assigned Users**.
9. Click the **Save** button.

**Figure 91: Push to Talk**

### Push To Talk

Push to Talk allows user-to-user intercom service across your group. You can choose to have your Push to Talk calls answered automatically and select the type of outgoing connection. You can also add and remove "Assigned Users" to specify who can place an intercom call to a specific user.

---

**Auto Answer:** ☒ On ☐ Off ?

**Outgoing Connection Type:** Two Way ▼ ?

**Allow Calls From:** Only the Assigned Users ▼

---

**Search:**

**Filter By:** Account(All) ▼ [Clear](#)

**Available Users**

- 2, Jason ()
- Baker, Scott (555-254-6638)
- Collins, Tommy (555-621-7187)
- Harvey, Sarah (555-254-5956)
- Porter, Ella (555-621-7266)
- Powell, Nathan (555-621-7319)

>

>>

<

<<

**Assigned Users**

- 1, Jason ()

Cancel
Save

Use the following steps to search and assign or unassign users for the **Push to Talk** feature:

1. Click in the **Search** field and type the name of a person to search for in the list of **Available Users**.  
Alternatively, click on names from the **Available Users** list.
2. Click the **Add** (➤) or **Add All** (➤➤) button to move one or all to the **Assigned Users** list.
3. Likewise, click the **Remove** (⬅) or **Remove All** (⬅⬅) button to remove users from the **Assigned Users** list and return them to **Available Users**.




- Click the **Save** button to store settings.

**Result:** A message indicates the **Push to Talk** settings updated successfully.

## Voice Mail Settings

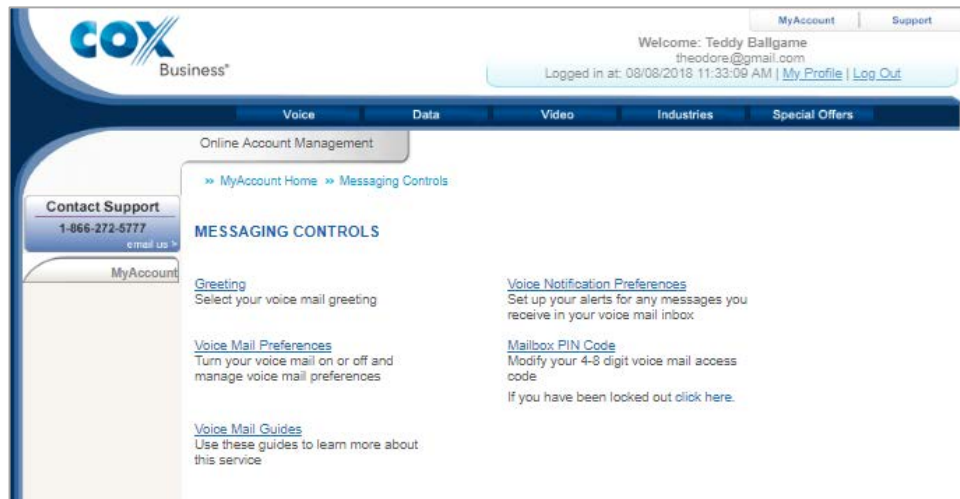
Manage your voice mail settings through the Messaging Controls screen. To access the Messaging Controls screen, do the following:

- Log in to the MyAccount Portal.
- Scroll down to the **My Services** section of the MyAccount Portal Home screen and click the **Voice Mail Settings** icon .

Alternatively, you can click the **Voice Mail Settings** icon in Quick Tools (see *Figure 3*).


**Result:** The Messaging Controls screen opens.

**Figure 92: Messaging Controls Screen**



The sections below describe how to set up your voice mail preferences. For more information, click the **Voice Mail Guides** link on the Messaging Controls screen.

## Greeting

Greetings can be recorded in your own voice by calling your voice mailbox. You cannot create or modify a greeting on the Greeting screen, however, you can choose the greeting you would like to play when callers reach your voice mailbox (see *Figure 93*). For help in making selections, hover your mouse cursor over the Help icon  next to the field in question.

**Figure 93: Voice Mailbox Greetings Screen**

Contact Support  
1-866-272-5777  
email us

MyAccount

VOICE MAILBOX GREETINGS

Using VoiceManager<sup>SM</sup>

Select the greeting your callers will hear when they reach your mailbox. Greetings can be recorded in your own voice by calling your voice mailbox. You cannot create or modify a greeting on this page. Using the radio buttons below, choose the greeting you would like to play when callers reach your voice mailbox. Note: Each greeting you create will preempt the greeting below it, if applicable.

Extended Absence Greeting ?

☒ Turn Greeting Off
   
☐ Turn Greeting On

☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

After Business Hours Greeting ?

☒ Turn Greeting Off
   
☐ Turn Greeting On

☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

No Answer Greeting ?

☒ Turn Greeting Off
   
☐ Turn Greeting On

☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

Busy Greeting ?

☒ Turn Greeting Off
   
☐ Turn Greeting On

☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

All Calls Greeting ?

☒ Turn Greeting Off
   
☐ Turn Greeting On

☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

Spoken Name Greeting ?

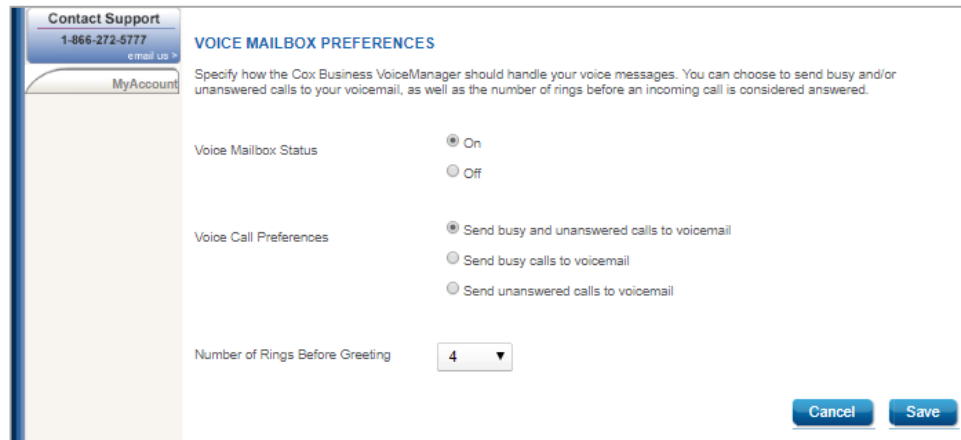
☐ (You must record an outgoing message from the telephone before this greeting can be turned on)

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 [Residential Services](#) | 
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## Voice Mail Preferences

Specify how VoiceManager should handle your voice messages. You can choose to send busy and/or unanswered calls to your voicemail, as well as the number of rings before an incoming call is considered answered. Click the **Voice Mail Preferences** link on the Messaging Controls screen (see *Figure 92*) to set your voice mailbox preferences.

**Figure 94: Voice Mailbox Preferences**



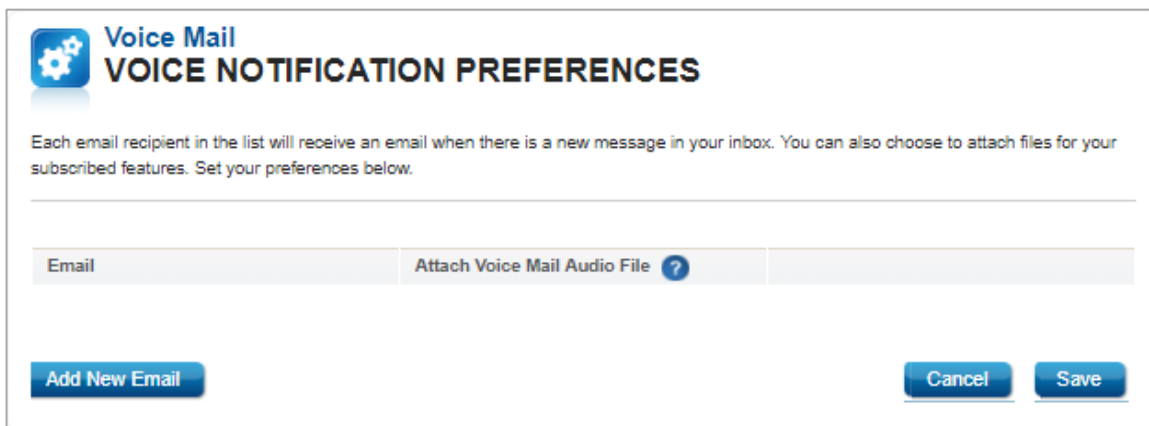
## Voice Notification Preferences

1. Click the **Voice Notification Preferences** link (see *Figure 92*) to assign an email address that will receive voice mail notifications.

**Result:** The Voice Notification Preferences screen opens.

2. Click the **Add New Email** button (see *Figure 95*).

**Figure 95: Voice Notifications Preferences**



3. Enter the email address you want to link voice notifications to and then click the **Continue** button.

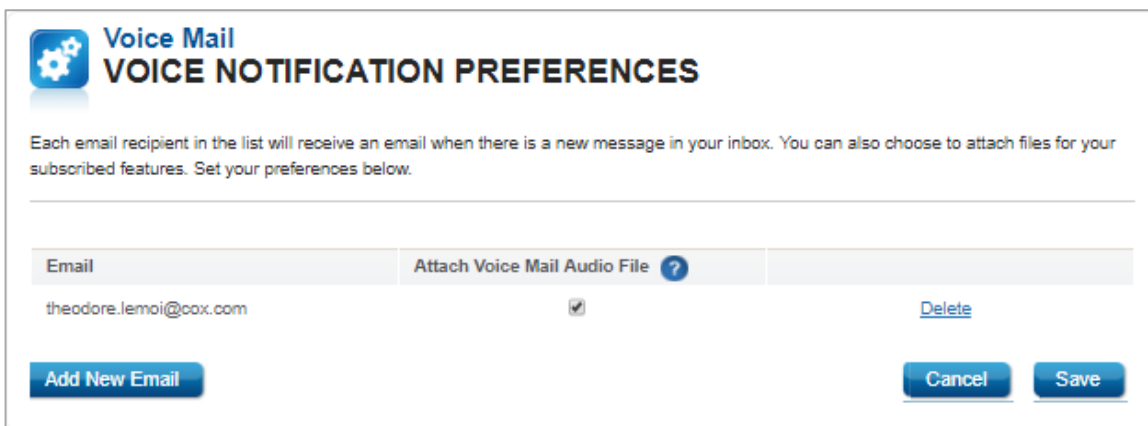
**Figure 96: Add New Email**



A dialog box titled "Add New Email" with a close button (X) in the top right corner. It contains two text input fields: "Enter Email Address" and "Re-Enter Email Address". A blue question mark icon is next to the first field. At the bottom right, there are two buttons: "Cancel" and "Continue".

- To include a copy of the voice mail in WAV format, click the checkbox under **Attach Voice Mail Audio File**.

**Figure 97: Click Checkbox to Add Audio File**



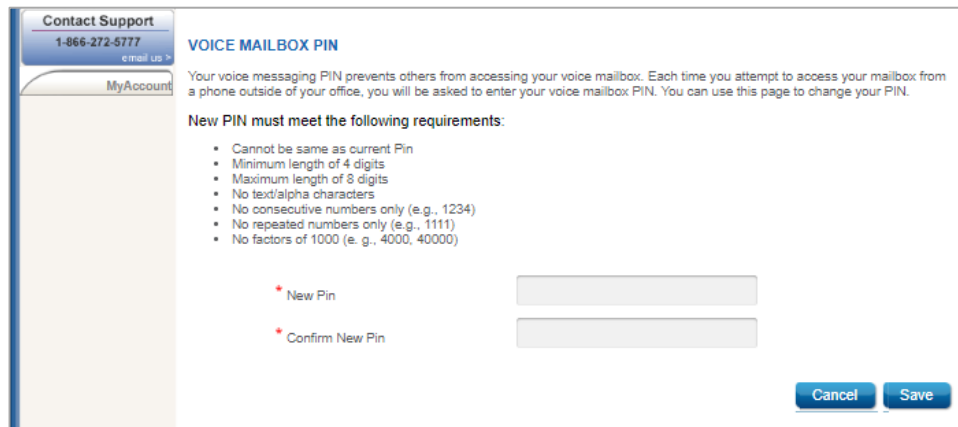
The "Voice Mail VOICE NOTIFICATION PREFERENCES" screen. It features a "Voice Mail" icon with a gear. Below the title, it states: "Each email recipient in the list will receive an email when there is a new message in your inbox. You can also choose to attach files for your subscribed features. Set your preferences below." There is a table with two columns: "Email" and "Attach Voice Mail Audio File". The first row shows the email "theodore.lemoi@cox.com" and a checked checkbox. A "Delete" link is to the right of the checkbox. At the bottom left is an "Add New Email" button, and at the bottom right are "Cancel" and "Save" buttons.

- Click the **Save** button to save your changes.

## Voice Mailbox Pin

Your voice messaging PIN prevents others from accessing your voice mailbox. Each time you attempt to access your mailbox from a phone outside of your office, you will be asked to enter your voice mailbox PIN. Click the **Mailbox PIN Code** link on the Messaging Controls screen (see *Figure 92*) to assign a PIN code.

**Figure 98: Voice Mailbox Pin**



The "VOICE MAILBOX PIN" screen. It has a sidebar with "Contact Support" (1-866-272-5777) and "MyAccount". The main content area explains the purpose of the PIN and lists requirements: "New PIN must meet the following requirements: Cannot be same as current Pin, Minimum length of 4 digits, Maximum length of 8 digits, No text/alpha characters, No consecutive numbers only (e.g., 1234), No repeated numbers only (e.g., 1111), No factors of 1000 (e.g., 4000, 40000)". Below the list are two input fields labeled "New Pin" and "Confirm New Pin". At the bottom right are "Cancel" and "Save" buttons.

## Dial/Redial

### Automatic Callback

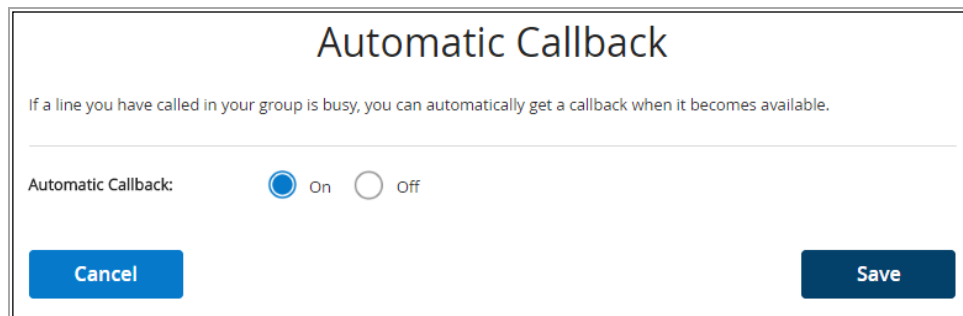
**Automatic Callback** provides notification when a busy line within a group becomes available. This feature is available with the VoiceManager Anywhere package and Unified Communications service.

Use the following steps to configure the **Automatic Callback** feature:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Automatic Callback** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Dial/Redial** section, click the **Automatic Callback**.
5. Select the **On** radio button to activate the feature.
6. Click the **Save** button.

**Result:** A message indicates your **Automatic Callback** settings were updated.

**Figure 99: Automatic Callback**



### Call Return

**Call Return** allows you to dial the last incoming call, whether or not the call was answered. To call back the last party that called, dial the call return feature access code (see the *Feature Access Codes* screen). If the calling number is not available, you receive an error message.



**Note:** This feature does not require set up in VoiceManager.

Use the following feature codes to return a call:

1. Click the flash button or the switch hook.
2. Press **\*69**.

**Result:** You connect with your previous caller, or, if unavailable, you receive an error message.

## Speed Dial

**Speed Dial** offers two options that allow making calls using speed codes. Speed Dial 8 provides single-digit dialing for up to eight (8) frequently called phone numbers. Speed Dial 100 provides two-digit dialing for up to 100 frequently called phone numbers.



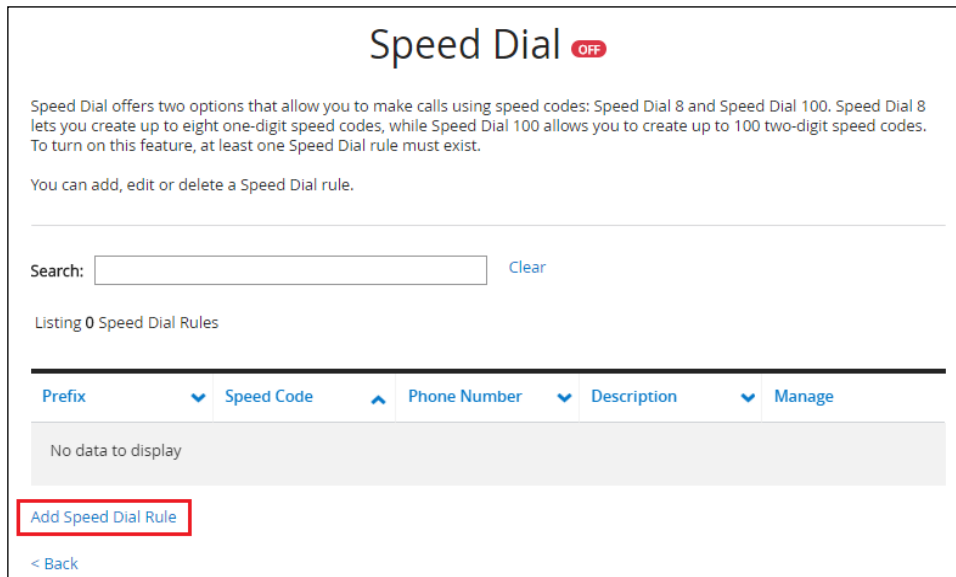
**Note:** To turn on the Speed Dial feature, at least one Speed Dial Rule must exist.

Use the following steps to add a **Speed Dial** Rule:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Speed Dial** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Dial/Redial** section, click the **Speed Dial** link.
5. To add a speed dial rule, click the **Add Speed Dial Rule** link.

**Result:** The Add/Edit Speed Dial Rule window opens.

**Figure 100: Speed Dial**



**Speed Dial** OFF

Speed Dial offers two options that allow you to make calls using speed codes: Speed Dial 8 and Speed Dial 100. Speed Dial 8 lets you create up to eight one-digit speed codes, while Speed Dial 100 allows you to create up to 100 two-digit speed codes. To turn on this feature, at least one Speed Dial rule must exist.

You can add, edit or delete a Speed Dial rule.

Search:  [Clear](#)

Listing 0 Speed Dial Rules

Prefix	Speed Code	Phone Number	Description	Manage
No data to display				

[Add Speed Dial Rule](#)

[< Back](#)

6. In the Add/Edit Speed Dial Rule window (see *Figure 101*), make the following selections:
  - a. Click the **Speed Code** drop-down menu to assign a code to a phone number.
  - b. Enter the **Phone Number** to attach to the speed code.
  - c. Enter a name in the **Description** field for the speed dial party.
  - d. Click the **Save** button to save the new rule.

**Figure 101: Add Speed Dial Rule**

Add Speed Dial Rule

You can add Speed Dial Rule. Specify a speed code , phone number and description.

Speed Code:

Phone Number:

Description:

[Cancel](#)
[Save](#)

Use the following steps to edit or delete a speed dial rule:

1. Click the **Edit** or **Delete** link to modify an existing rule.
2. Click the **Save** button.

**Figure 102: Edit Speed Dial Rule**

Prefix	Speed Code	Phone Number	Description	Manage
None	2	555-232-8813	Call Center	<a href="#">Edit</a>   <a href="#">Delete</a>

[Add Speed Dial Rule](#)

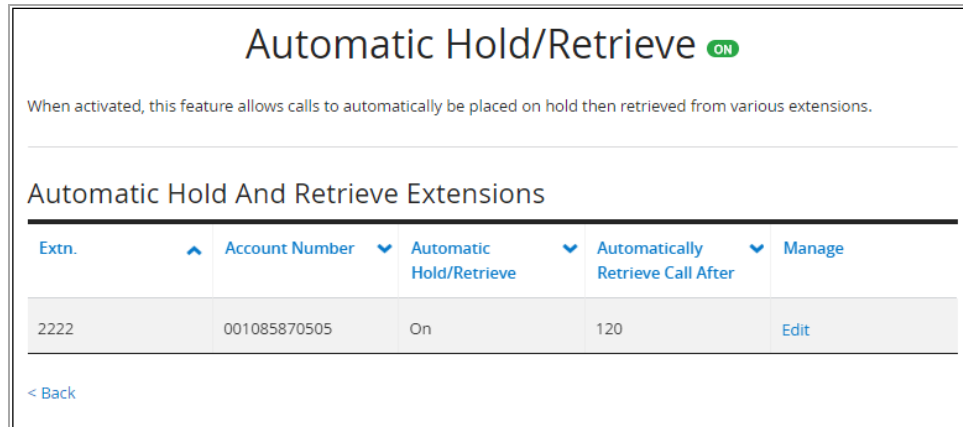
[< Back](#)

## Holds and Transfers

### Automatic Hold/Retrieve

When activated, this feature allows calls to automatically be placed on hold and then retrieved from various extensions.

**Figure 103: Automatic Hold/Retrieve**

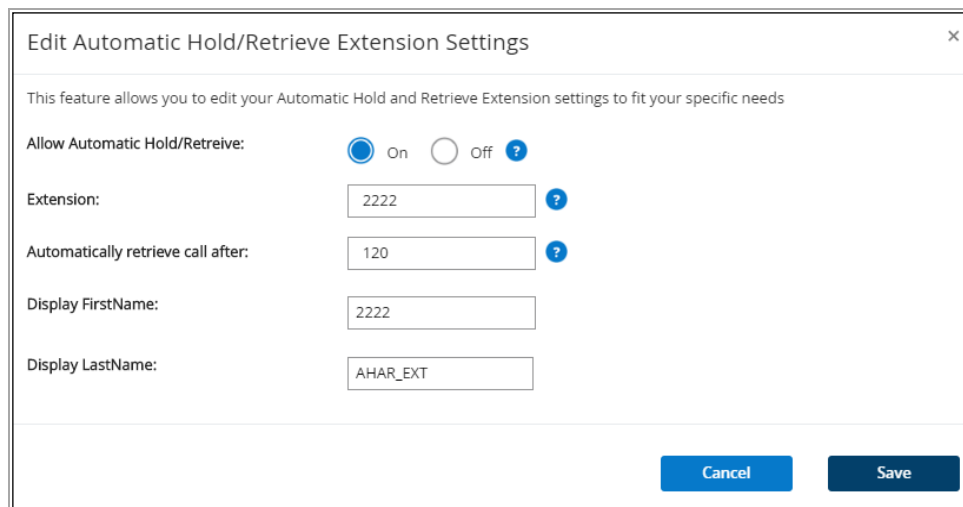


Extn.	Account Number	Automatic Hold/Retrieve	Automatically Retrieve Call After	Manage
2222	001085870505	On	120	<a href="#">Edit</a>

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Automatic Hold/Retrieve** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. On the Automatic Call Hold/Retrieve screen, click the **Edit** link (see *Figure 103*) to change settings or disable Automatic Call Hold/Retrieve.

**Result:** The Edit Automatic Hold/Retrieve Extension Settings screen opens.

**Figure 104: Edit Automatic Hold/Retrieve Extension Settings**



Allow Automatic Hold/Retrieve: ☒ On ☐ Off ?

Extension:  ?

Automatically retrieve call after:  ?

Display FirstName:

Display LastName:

[Cancel](#) [Save](#)

5. Make changes as needed and then click the **Save** button.



## Call Hold

**Call Hold** allows you to dial a feature access code to hold and retrieve calls. You can make another call while the first call is on hold and you can toggle between active and calls on hold.



**Note:** This feature does not require set up in VoiceManager.

Use the following feature access code to activate the **Call Hold** function:

1. Click the flash button or the switch hook.
2. Press **\*22**.
3. Make a second call.
4. To toggle between calls, click the flash button and press **\*22#**.

## Music On Hold

**Music On Hold** plays music for callers on hold and is available with the VoiceManager Anywhere package and Unified Communications service. This feature can be used with Call Park, Call Waiting, Call Hold, and Busy Lamp.

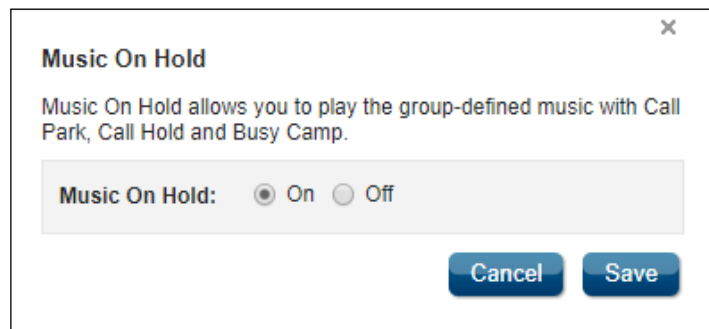


**Note:** Music On Hold Personal Settings overrides any group setting for the feature.

Use the following steps to configure the Music On Hold feature:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Music On Hold** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Holds and Transfers** section, click the **Music On**
5. Click the **On** radio button to activate **Music On Hold**, or click **Off** to override any group setting that is already selected and deactivate the feature.
6. Click the **Save** button.

**Figure 105: Activate/Deactivate Music On Hold**



## Call Park

**Call Park** allows you to hold a call for an extended period of time and retrieve it from any extension within your group. **Directed Call Park** enables a user to hold a call by a specific extension number and pick up from any in-group extension. Both features are available with the VoiceManager Anywhere package and Unified Communications service.

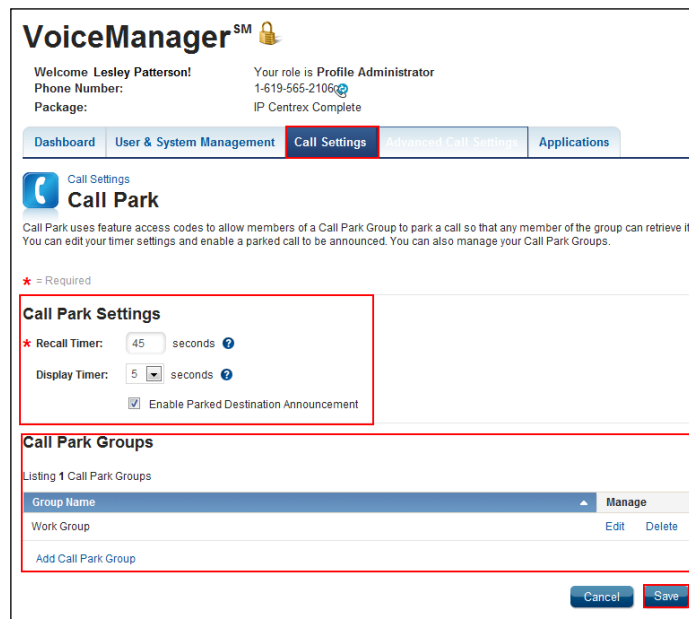
Use the following steps to configure **Call Park** settings.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Park** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Holds and Transfers** section, click the **Call Park**
5. Enter a **Recall Timer** value between 30 and 600 seconds to set the amount of time a parked call waits before being redirected back to the original extension.
6. Click the **Display Timer** drop-down menu to define how long a parked call displays on the phone without being retrieved before it is automatically released.
7. Click the **Enable Parked Destination Announcement** checkbox to announce a call that is parked or waiting.
8. Click a pre-defined Group that can retrieve a parked call from a member of that group.
9. Click the **Save** button.



**Note:** If a group has not been set up, click the **Add a Call Park Group** link and follow the instructions in the *Add/Edit a Call Park Group* section.

**Figure 106: Call Park**



**VoiceManager<sup>SM</sup>**

Welcome Lesley Patterson! Your role is Profile Administrator  
 Phone Number: 1-619-565-2106  
 Package: IP Centrex Complete

Dashboard User & System Management **Call Settings** Advanced Call Settings Applications

**Call Settings**

**Call Park**

Call Park uses feature access codes to allow members of a Call Park Group to park a call so that any member of the group can retrieve it. You can edit your timer settings and enable a parked call to be announced. You can also manage your Call Park Groups.

\* = Required

**Call Park Settings**

\* Recall Timer: 45 seconds ?

Display Timer: 5 seconds ?

☒ Enable Parked Destination Announcement

**Call Park Groups**

Listing 1 Call Park Groups

Group Name	Manage
Work Group	Edit Delete

[Add Call Park Group](#)

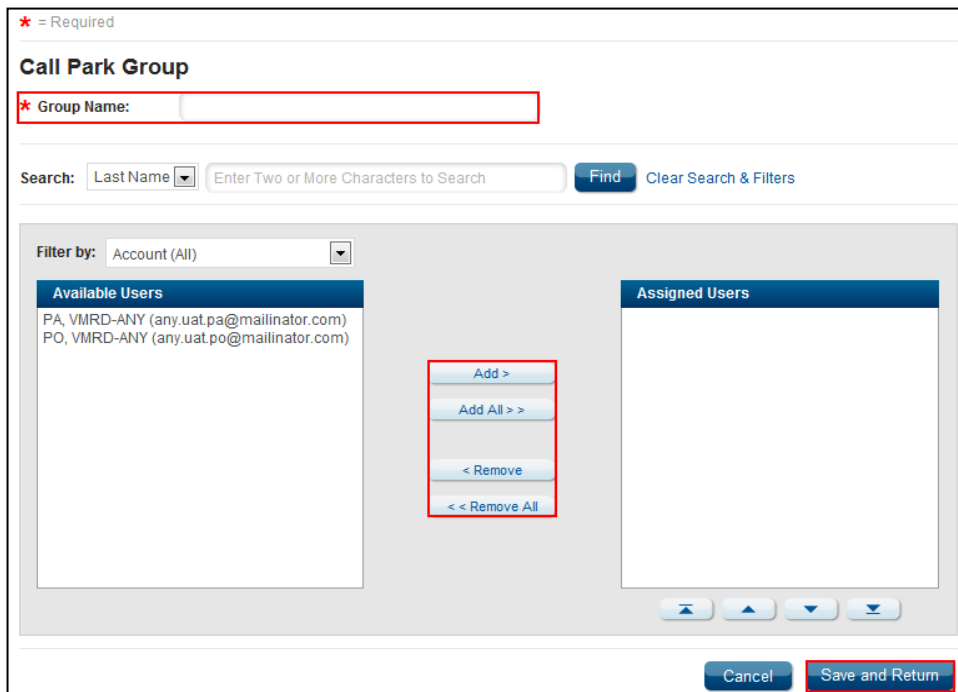
Cancel Save

## Add/Edit a Call Park Group

Use the following steps to add or edit a Call Park Group:

1. In the Call Park window (see *Figure 106*), click **Edit** or **Delete** to change or remove an existing Call Park Group and click the **Save** button.
2. Click the Add Call Park Group link (see *Figure 106*) to create a new group.  
**Result:** The Call Park Group Setup window opens.
3. In the Call Park Group Setup window (see *Figure 107*), enter a description for the members in the **Group Name** field.
4. From the **Available Users** list, click the names you want to add to the Call Park group.
5. Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
6. Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
7. To find a user that is not in the Available Users list, click the **Search** drop-down menu.
8. Click either the **Last Name** or **First Name** option.
9. Enter the name in the **Search** field.
10. Click the **Find** button.
11. Once the list is complete, click the **Save and Return** button.  
**Result:** A message indicates the Call Park Group is added.

**Figure 107: Add Call Park Group Setup Screen**



★ = Required

### Call Park Group

★ Group Name:

Search: Last Name  Find Clear Search & Filters

Filter by: Account (All)

Available Users		Assigned Users
PA, VMRD-ANY (any.ual.pa@mailinator.com)	<div> Add &gt;  Add All &gt;&gt;  &lt; Remove  &lt;&lt; Remove All </div>	
PO, VMRD-ANY (any.ual.po@mailinator.com)		

Cancel Save and Return

## Park a Call on a Different Extension



**Note:** This feature does not require set up in VoiceManager.

1. Press **\*68#**.
2. Enter the extension where the call is parked followed by the **#** sign.

## Call Park Retrieve

**Call Park Retrieve** allows you to pick up a parked call from your phone for another group member until they are available to speak with the caller.



**Note:** This feature does not require set up in VoiceManager.

Use the following feature code to retrieve a parked call.

1. Press **\*88#**.
2. Dial the extension where the call is parked.
3. Press **#**.
4. If the call is parked on the extension retrieving the call, press **#**.

## Call Transfer

**Call Transfer** allows you to manage how transferred calls are directed.



**Note:** You can click the **Save** button after any type of Call Transfer.

Use this type of transfer to reconnect to the transferring party after a pre-defined number of rings.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Transfer** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Holds and Transfers** section, click the **Call Transfer**
5. On the Call Transfer setup screen (see *Figure 108*), make the following optional selections:
  - a. Select the **On** radio button to activate the **Call Transfer Recall** feature.
  - b. From the **Number of Rings Before Recall** drop-down menu, select the number of times the phone should ring before it is reconnected to the transferring party.
  - c. Select the **On** radio button to activate the **Busy Camp** feature.
  - d. Enter the number of seconds for the **Busy Camp Duration**.
  - e. Select the **On** radio button to **Redirect Unannounced Transfers**.

- f. Select the **On** radio button to **Redirect Announced Transfers**.
6. Click the **Save** button.

**Figure 108: Call Transfer**

### Call Transfer

Call Transfer allows you to manage how transferred calls are directed. Specify settings for Call Transfer Recall, Busy Camp and Do Not Redirect.

---

Call Transfer Recall: ☒ On ☐ Off ?

Number of Rings Before Recall:  ▼

---

Busy Camp: ☒ On ☐ Off ?

Busy Camp Duration:  seconds ?

---

Redirect Unannounced Transfers: ☒ On ☐ Off ?

Redirect Announced Transfers: ☐ On ☒ Off ?

[Cancel](#)
[Save](#)

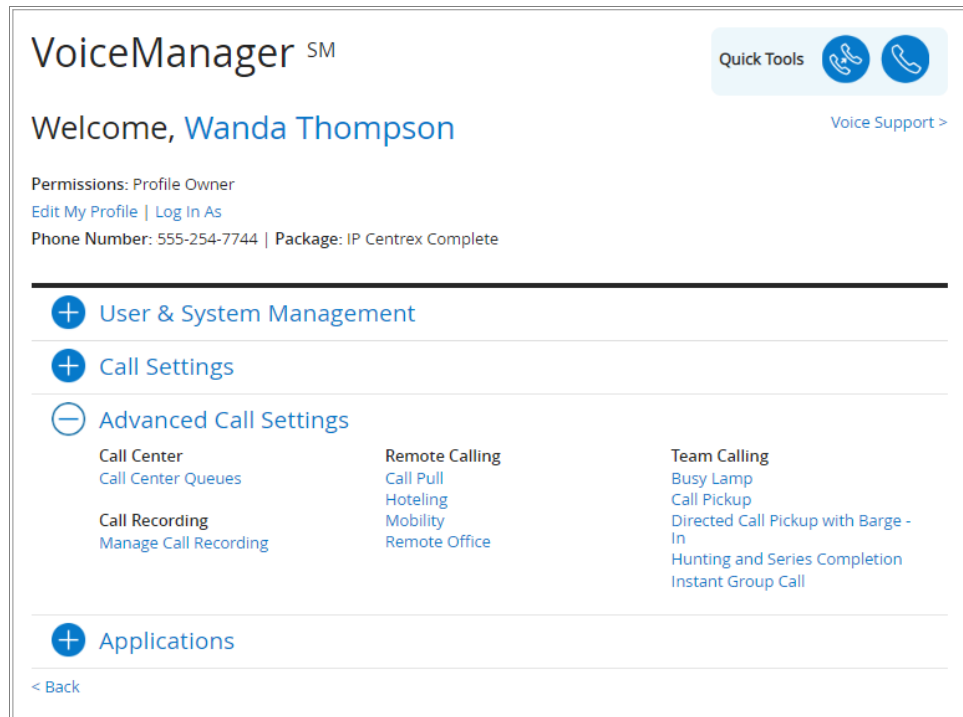
## Advanced Call Settings

On the **Advanced Call Settings** screen, you can configure features associated with how a company's team can dial out and answer their phones. Some of these features include **Call Pickup**, **Hunting and Series Completion**, and **Instant Group Call**.



**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

**Figure 109: Advanced Call Settings Tab**



## Remote Calling

### Call Pull

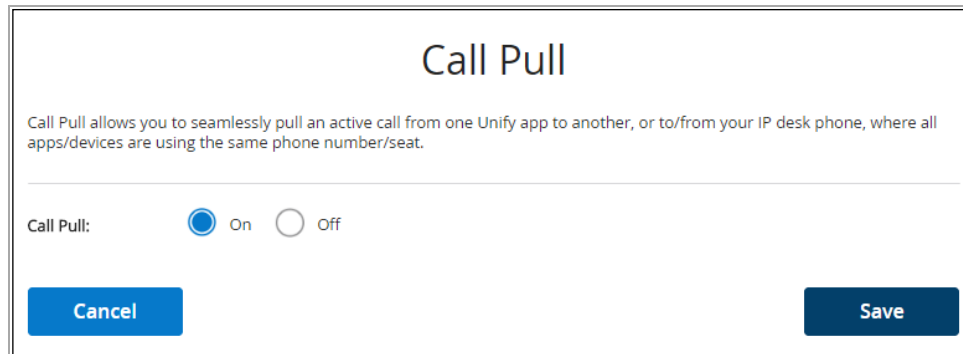
**Call Pull** allows you to pull an active call from one UC app to another, or to/from your desk phone, where all apps/devices are using the same phone number/seat.

Use the following steps to activate or deactivate Call Pull:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Pull** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. Under the **Remote Calling** section, click the **Call Pull** link.
5. Click the Call Pull **On** or **Off** radio button to activate or deactivate the feature.

- Click the **Save** button to save your changes.

**Figure 110: Call Pull**



## Hoteling

Hoteling enables you to place and receive calls that display as your office phone number when visiting other companies that use VoiceManager.

- Log in to the MyAccount Portal.
- Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
- On the Voice Manager Dashboard (see *Figure 28*), click the **Hoteling** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
- Under the **Remote Calling** section, click the **Hoteling** link.
- Select the Hoteling Host **On** radio button to activate the feature.


Once the host phone is activated, you can temporarily assign yourself as a Hoteling Guest to the phone.

Use the following steps to activate **Guesting**:

- Scroll to the Guesting section and expand the Host drop-down menu.
- Select a host from the list.
- Click the **Save** button.

**Figure 111: Hoteling**

Dashboard
User & System Management
Call Settings
Advanced Call Settings
Applications


Advanced Call Settings

## Hoteling

Hoteling allows visiting employees to temporarily use a vacant business phone while maintaining the services and features associated with their own profile.

### Hosting

Hoteling Host: ☒ On ☐ Off

Association Limit: No Limit ?

Associated Guest	Phone Number	Ext.	Association Date
<a href="#">Hide Hosting</a>			

### Guesting

Associated Host	Association Date	Association Limit
Host: <input type="text" value="Select.."/>		
<a href="#">Hide Guesting</a>		

Cancel
Save

## Remote Office

**Remote Office** allows you to associate a remote phone number with your primary business number. Make and receive calls as if from the office! Your business number displays to called parties and your business will be billed for your phone activity.

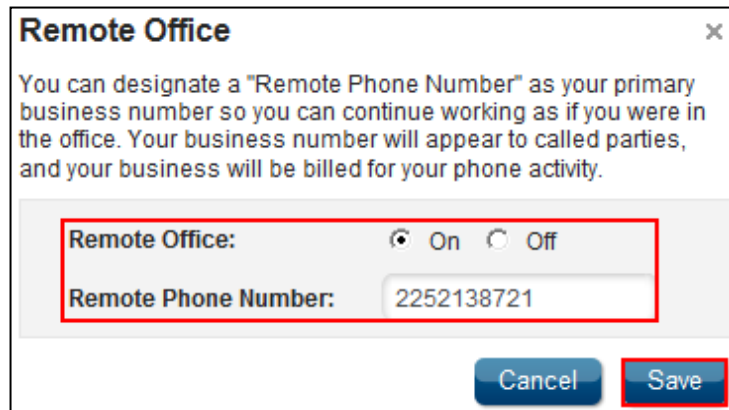
Use the following steps to set up a phone number for the **Remote Office** feature.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Remote Office** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. Under the **Remote Calling** section, click the **Remote Office** link.
5. Click the Remote Office **On** radio button to activate the feature.
6. Enter a phone number in the **Remote Phone Number** field where you can be reached.
7. Click the **Save** button.

**Result:** A message indicates the **Remote Office** settings were updated successfully.



**Figure 112: Remote Office**



**Remote Office** [X]

You can designate a "Remote Phone Number" as your primary business number so you can continue working as if you were in the office. Your business number will appear to called parties, and your business will be billed for your phone activity.

Remote Office: ☒ On ☐ Off

Remote Phone Number:

Cancel Save

## Team Calling

### Busy Lamp

**Busy Lamp** works with the Unified Communications phone, so you can see when designated users are engaged in a telephone call.

Use the following steps to configure the **Busy Lamp** feature:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Busy Lamp** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. Under the **Team Calling** section, click the **Busy Lamp** link.
5. Click the user(s) listed in the **Available Users** list you want to designate as a **Monitored User**.



**Note:** Monitored Users are those individuals whose phone activity can be checked by others through the Shared Call Appearance feature that is available on IP Phones and the Receptionist Console application.

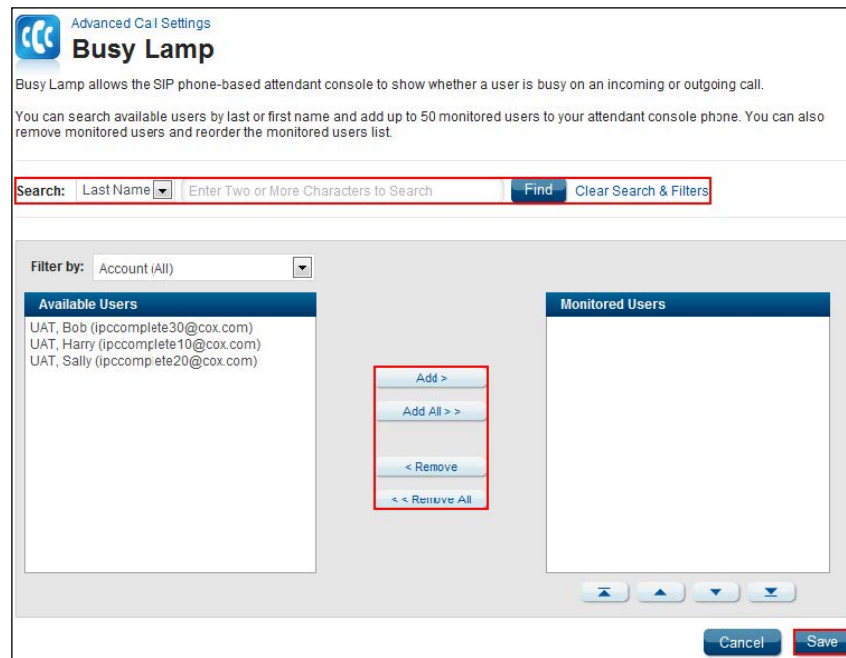
6. Click the **Add** or **Add All** button to move one or all to the Monitored Users list. You can also locate a specific user by entering **Search** criteria and clicking the **Find** button.



**Note:** You can sort the Monitored Users list in ascending or descending order when you click the up or down arrow buttons with a line over or under the arrow. You can also move a user up or down in the list when you click the Up and Down arrow buttons.

7. Click the **Remove** or **Remove All** button to remove one or all users, respectively, from the **Monitored Users** list and return them to **Available Users**.
8. Click the **Save** button.

**Figure 113: Busy Lamp**



## Call Pickup

**Call Pickup** enables you to answer any line that rings within your Call Pickup group.

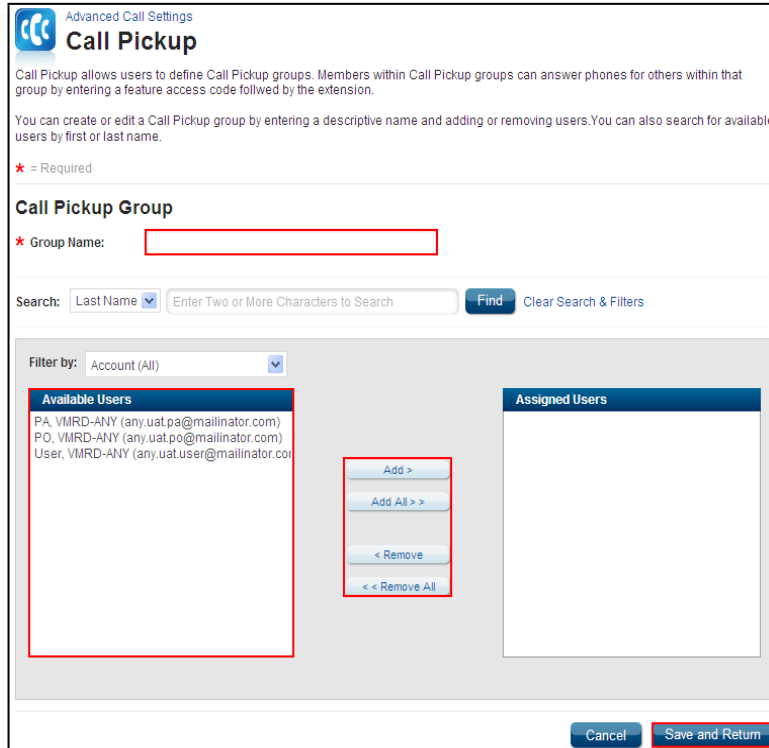
Use the following steps to set up the **Call Pickup** feature:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Call Pickup** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. Under the **Team Calling** section, click the **Call Pickup** link.
5. Click the **Add Call Pickup Group** link.
6. In the **Group Name** field (see *Figure 114*), enter a name for those who can answer calls for each other.
7. To add users to a group, click on names from the **Available Users** list.
8. Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
9. Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
10. To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
11. Click either the **Last Name** or **First Name** option.
12. Enter the name in the **Search** field.
13. Click the **Find** button.

14. Click the **Save and Return** button to complete the process.

**Result:** A message indicates your Call Pickup Group was added. It is available in the Call Pickup section.

**Figure 114: Call Pickup**



**Call Pickup**

Call Pickup allows users to define Call Pickup groups. Members within Call Pickup groups can answer phones for others within that group by entering a feature access code followed by the extension.

You can create or edit a Call Pickup group by entering a descriptive name and adding or removing users. You can also search for available users by first or last name.

\* = Required

**Call Pickup Group**

\* Group Name:

Search:  Last Name  Enter Two or More Characters to Search

Filter by:  Account (All)

Available Users		Assigned Users
PA, VMRD-ANY (any.uat.pa@mailinator.com)	<input type="button" value="Add &gt;"/> <input type="button" value="Add All &gt;"/> <input type="button" value="&lt; Remove"/> <input type="button" value="&lt;&lt; Remove All"/>	
PO, VMRD-ANY (any.uat.po@mailinator.com)		
User, VMRD-ANY (any.uat.user@mailinator.com)		

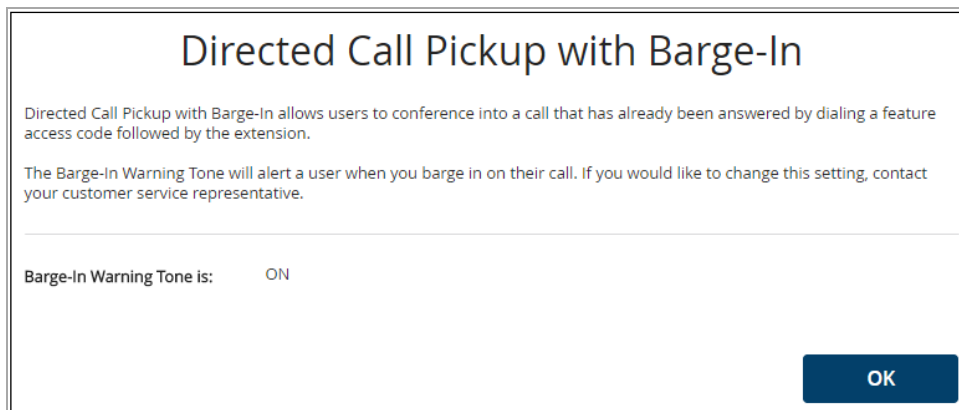
### Directed Call Pickup with Barge-In

**Directed Call Pickup** allows you to answer a call ringing to a specific extension within the call pick-up group. It enables you to automatically conference in to an existing call that has been answered within the call pickup group.



**Note:** A Call Pickup Group and a Call Pickup Group with Barge-In is defined by the Group Administrator.

**Figure 115: Directed Call Pickup with Barge-In**



## Directed Call Pickup with Barge-In

Directed Call Pickup with Barge-In allows users to conference into a call that has already been answered by dialing a feature access code followed by the extension.

The Barge-In Warning Tone will alert a user when you barge in on their call. If you would like to change this setting, contact your customer service representative.

Barge-In Warning Tone is: ON

Use the following steps to conference into an active call.



**Note:** This feature does not require set up in VoiceManager.

1. From your phone, press **Flash** or **switch hook**.
2. Press **\*33#** and then the specific extension number of the call you want to pick up.
3. Press the **#** sign.

Do the following to review whether a tone sounds when someone conferences into an active call:

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Directed Call Pickup with Barge-In** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. From the **Team Calling** section, click the **Directed Call Pickup with Barge-In** link.  
**Result:** A pop-up window displays whether a tone is set to play when someone conferences in on an active call. If you want to change the current settings, contact a Cox Customer Service Representative.

### ***Hunting and Series Completion***

**Hunting & Series Completion** facilitates routing customer calls to a team of users. It is available with the VoiceManager Office and Anywhere packages. Routing can be customized based on the order phones ring, the number of rings at each extension before advancing calls to the next available user, and the treatment for any call that cannot be answered.



**Note:** This feature is set up by your company's VoiceManager account administrator.

### ***Instant Group Call***

**Instant Group Call** allows you to create and manage groups of users that can be called simultaneously for a conference call.

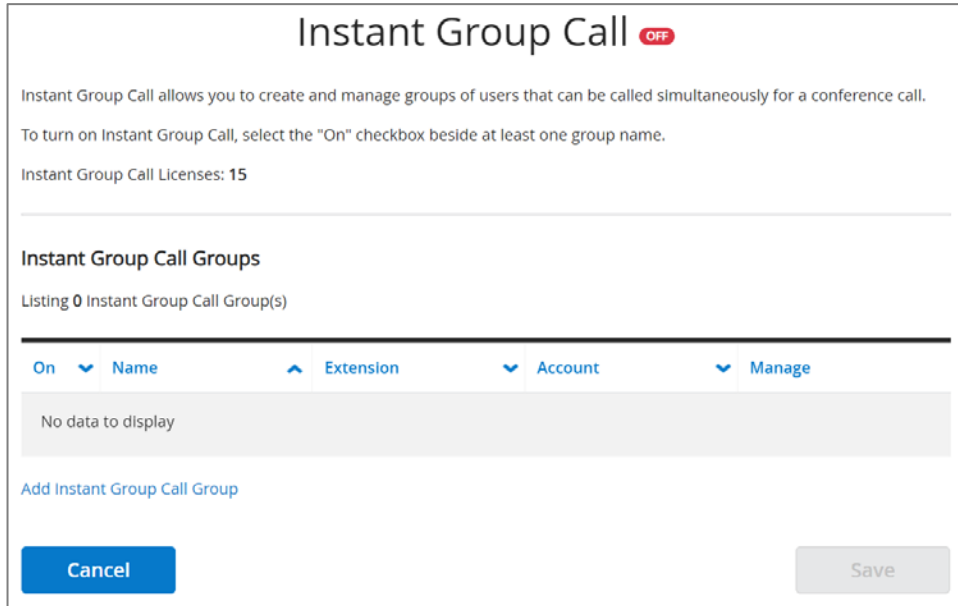
Use the following steps to view the existing **Instant Call** Groups.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Instant Group Call** link under the **Advanced Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Advanced Call Settings.
4. Under the **Team Calling** section, click the **Instant Group Call** link.  
**Result:** The **Instant Group Call** window appears.

5. Click the **Add Instant Group Call Group** link.

**Result:** A second Instant Group Call window appears.

**Figure 116: Instant Group Call**



**Instant Group Call** OFF

Instant Group Call allows you to create and manage groups of users that can be called simultaneously for a conference call.

To turn on Instant Group Call, select the "On" checkbox beside at least one group name.

Instant Group Call Licenses: 15

---

**Instant Group Call Groups**

Listing 0 Instant Group Call Group(s)

On	Name	Extension	Account	Manage
No data to display				

[Add Instant Group Call Group](#)

Cancel
Save

### Add an Instant Group Call

Use the following steps to add a new **Instant Call Group**.

1. Follow steps 1-5 in the section above.
2. Enter a description in the **Instant Group Name** field (see *Figure 117*).
3. Enter the extension number



**Note:** The **Extension** automatically matches the last four digits of the phone number, but you can edit it to any four-digit number. The **Instant Group ID** is populated based on phone number and extension.

4. Click the **Time Zone** drop-down menu and select the correct time.
5. Click the checkbox if you would like to **Enable Maximum Call Time** for **Unanswered Call** and enter a maximum number of minutes.
6. Enter the first phone number and then click the **Add Another Number** link to create up to 20 phone numbers for an Instant Group Call.
7. Click the **Clear** or **Remove** link to delete phone numbers from the list.



**Note:** If you select an Account from the drop-down menu, Account Administrators can also manage this Instant Group Call group and it will follow the Account Settings for the Incoming Calling Plan. If no account is selected, only the Profile Owner can manage this Instant Group Call group and it will follow the Group Settings for the Incoming Calling Plan.

8. Click the **Incoming Calling Plan** drop-down menu and select **Custom Settings** or **Group Settings**. Choose **Custom Settings** to tailor the Incoming Calling Plan for this Instant Group Call group; otherwise, choose the Group Settings.
9. Click the **Save and Return** button to save your changes and return to the previous screen.

**Result:** A message indicates that the **Instant Group Call** is added.

**Figure 117: Add Instant Call Groups**

## Instant Group Call OFF

Enter a group name and select the account and time zone. You can add up to 20 phone numbers for an Instant Group Call.

---

### General Group Settings

Instant Group Name:

Extension:

Instant Group ID: 20180830132401133@coxbusiness.com

Time Zone: (GMT-04:00) (US) Eastern Time ▼

---

### Instant Group Call Numbers

☒ Enable Maximum Call Time for Unanswered Calls  Minutes ?

Phone Number	Manage
<input type="text" value="555-123-1234"/>	<a href="#">Remove</a>
<input type="text" value="555-124-1234"/>	<a href="#">Remove</a>
<input type="text" value="555-125-1234"/>	<a href="#">Remove</a>

[Add Another Number](#)

---

If an account is selected, account administrators will also be able to manage this Instant Group Call, and it will follow the Account Settings for the Incoming Calling Plan. If no account selection is made, only the profile owner can manage this Instant Group Call, and it will follow the Group Settings for the Incoming Calling Plan.

Account: 001085870505 ▼

---

### Incoming Calling Plan ?

You can customize the Incoming Calling Plan for this Instant Group Call by selecting "Custom Settings" and specifying your settings. To review the Incoming Calling Plan for your group or account, visit the Incoming Calling Plan feature page.

Incoming Calling Plan: Custom Settings ▼

---

Inside Group	Outside group	Collect Calls
<input checked="" type="checkbox"/>	<span>Allow Transfer</span> <span>▼</span>	<input checked="" type="checkbox"/>

Cancel
Save

## Edit / Delete an Instant Call Group

Use the following steps to edit an existing call group.

1. Follow steps 1-4 in the *Instant Group Call* section.
2. Select the **On** check box next to the Instant Group Call group you want to activate (see *Figure 118*).
3. Click the **Edit** link to change an existing group.  
**Result:** The same **Instant Group Call** window appears.
4. Modify the necessary fields.
5. Click the **Save and Return** button.

**Figure 118: Edit Existing Call Group**

### Instant Group Call ON

Instant Group Call allows you to create and manage groups of users that can be called simultaneously for a conference call.

To turn on Instant Group Call, select the "On" checkbox beside at least one group name.

Instant Group Call Licenses: 15

---

#### Instant Group Call Groups

Listing 1 Instant Group Call Group(s)

On	Name	Extension	Account	Manage
<input checked="" type="checkbox"/>	Marketing	1234	001085870505	<a href="#">Edit</a>   <a href="#">Delete</a>

[Add Instant Group Call Group](#)

Cancel
Save

Use the following steps to **Delete** an existing Instant Call Group:

1. Follow steps 1-4 in the *Instant Group Call* section.
2. Click the **Delete** link to the right of the call group you want to remove (see *Figure 118*).
3. Click the **Save** button.

## Applications

### General Applications

#### Voice Portal

Voice Portal provides an interactive voice response application (IVR) that you can call from any phone to manage your services and voice mailbox, or to change your password.

The automatic login feature allows access to the Voice Portal without entering a password when calling from your own phone. As an administrator, you can turn on the group's "Voice

Portal" and "Voice Portal Wizard," specify what logins to allow and change your administrator password.

**Figure 119: Voice Portal**

## Voice Portal

Voice Portal provides an interactive voice response application (IVR) that you can call from any phone to manage your services and voice mailbox, or to change your password.

The automatic login feature allows access to the Voice Portal without entering a password when calling from your own phone. As an administrator, you can turn on the group's "Voice Portal" and "Voice Portal Wizard", specify what logins to allow and change your administrator password.

---

### Group Voice Portal Settings

Voice Portal: ☒ On ☐ Off

Voice Portal ID: 122402680\_179733795\_VMR@coxbusiness.com

Phone Number: None

Voice Portal Extensions: 9999

Allowed Logins: Extensions Only v

Voice Portal Wizard: ☒ On ☐ Off ?

---

Reset Administrator Password: ☐ Yes ☒ No ?

---

### Personal Voice Portal Settings

Voice Portal: ☒ On ☐ Off

Reset User Password: ☒ Yes ☐ No ?

\* New Password:

\* Confirm New Password:

Cancel
Save

Use the following steps to configure your Group Voice Portal settings.

1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Voice Portal** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.
4. From the **General Applications** menu, click the **Voice Portal** link.  
**Result:** The **Voice Portal** window appears.
5. Populate the fields as necessary and click the **Save** button.