Cox Business VoiceManager Administrator Guide

Table of Contents

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. 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)

Cox Business MyAccount New User

Dear Valued Cox Business Customer,

Thank you for choosing Cox Business. A profile administrator has created a User ID for MyAccount, our secure, online portal to manage your services and activate your features.

Please click on the below link to log in to MyAccount using the User ID and temporary password provide below. For added security, you will be asked to change your password to a new passowrd during your initial login. Your new password must be at least 8 digits in length and contain alpha and numeric characters.

www.coxbusiness.com/myaccount

Your User ID: tony@stark.com
Your temporary password: tonystark

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

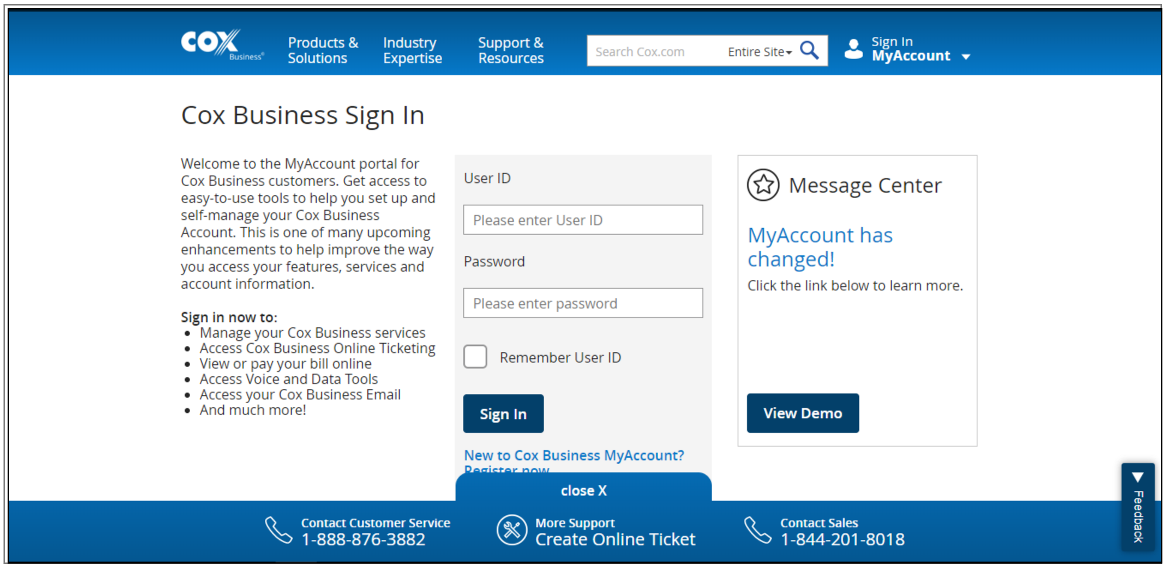
As an administrator, you can view and configure resources and company-level features of a group using VoiceManager Tools. To access VoiceManager Tools, you must log in to the MyAccount Portal. Use the following steps to log into the MyAccount Portal:

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



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.

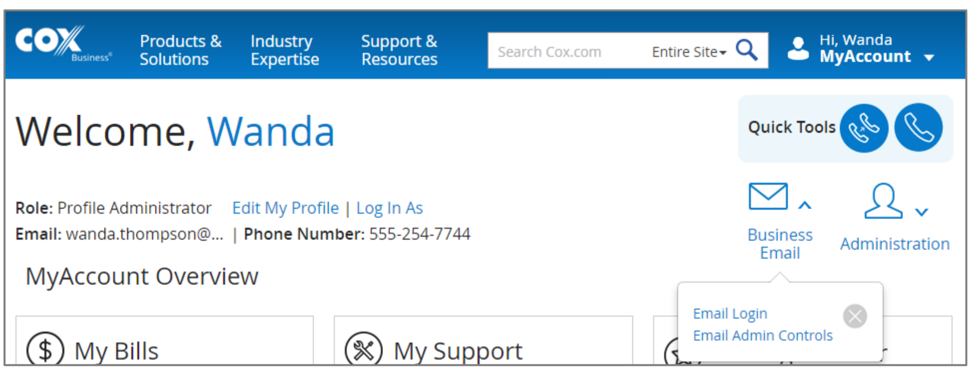
Figure 3: Quick Tools

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

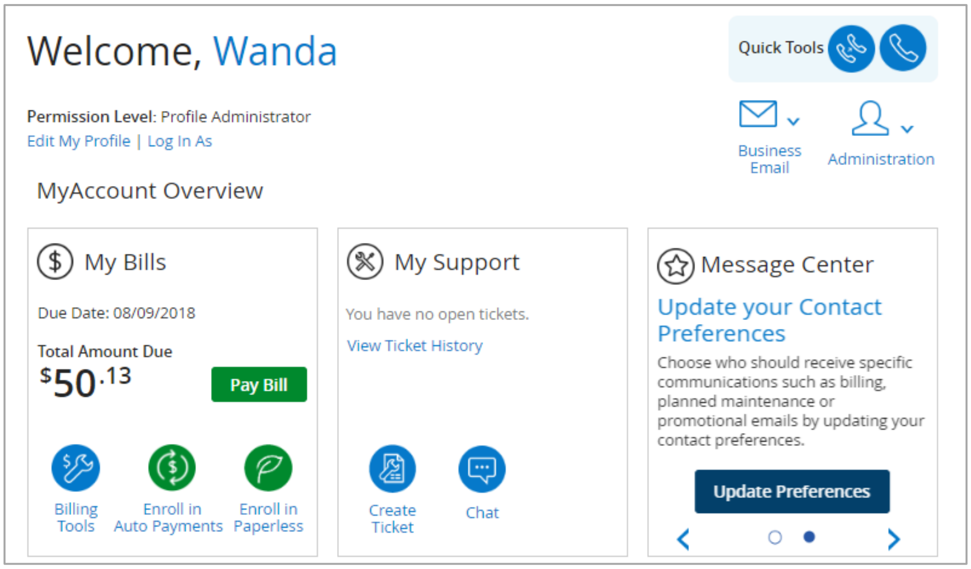


MyAccount Overview

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

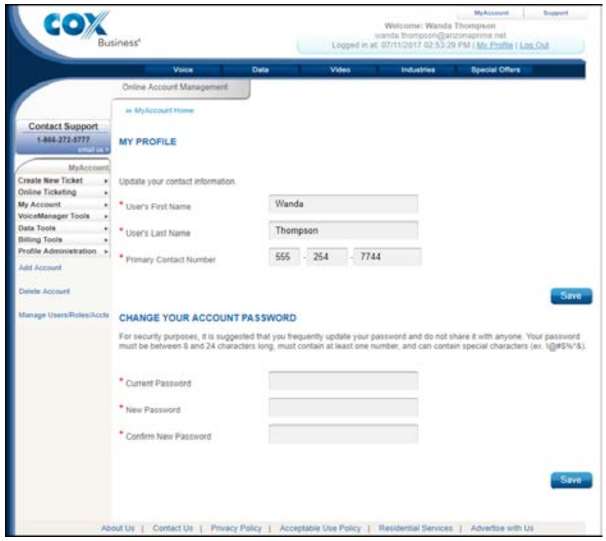
Update Contact Information

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

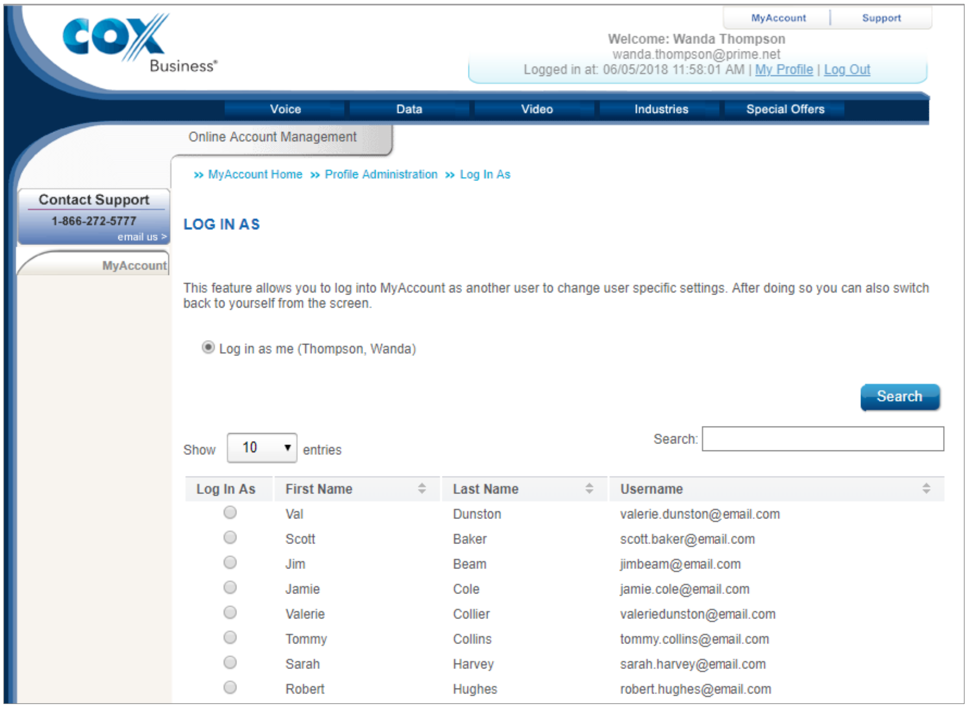
You can log in as another user assigned to the account to change that user's settings or configure VoiceManager Tools, VoiceManager Tool Bar, and VoiceMail for the user.

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



Account Administration

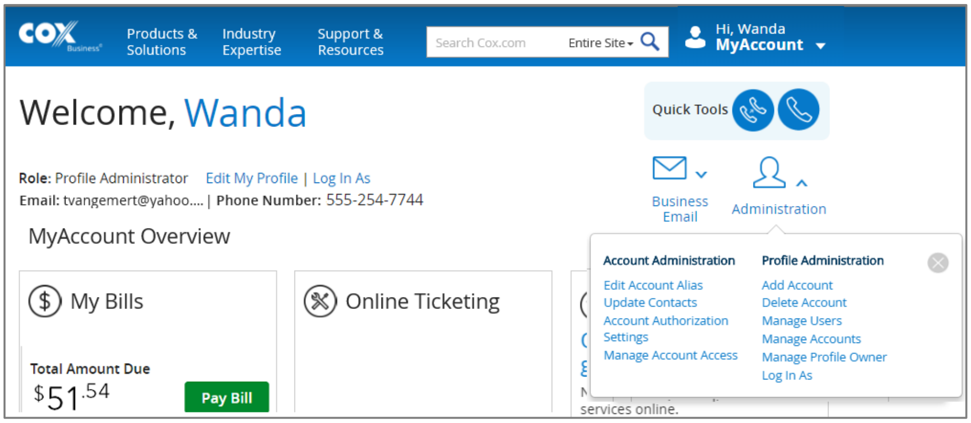
VoiceManager Group Administrators are responsible for configuring the MyAccount Portal's functionality as it relates to the company's business needs, as well as access rights for its employees based on their roles and responsibilities. The **Administration** menu options help administrators perform multiple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

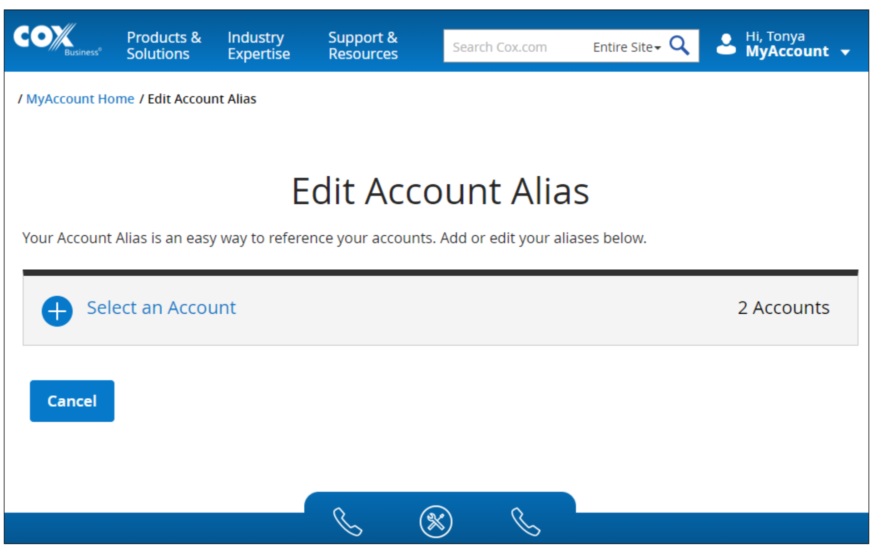


Edit Account Alias

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

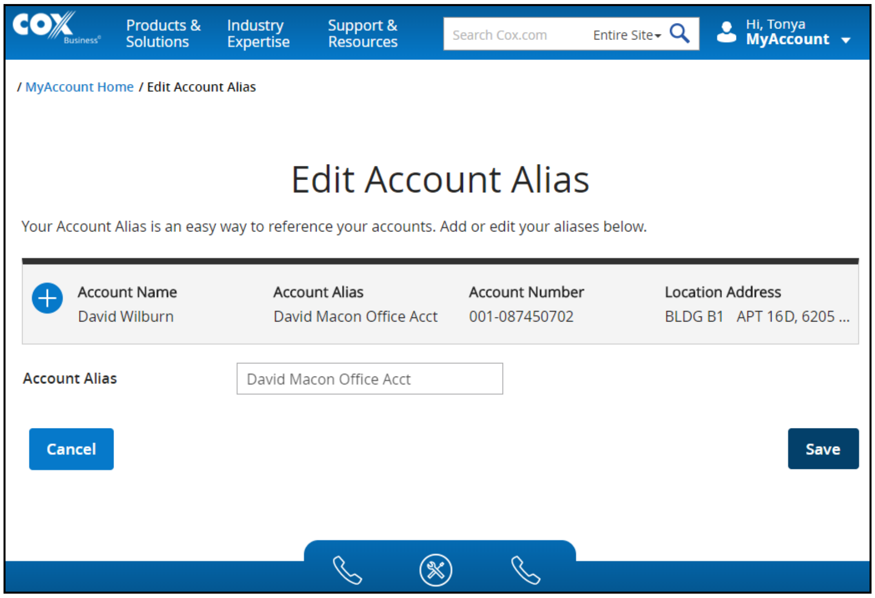
1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Edit Account Alias** from the Account Administration menu (see *Figure 8*).
   Result: The Edit Account Alias screen opens.
3. If you have more than one account, click the plus sign to expand your list of accounts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



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

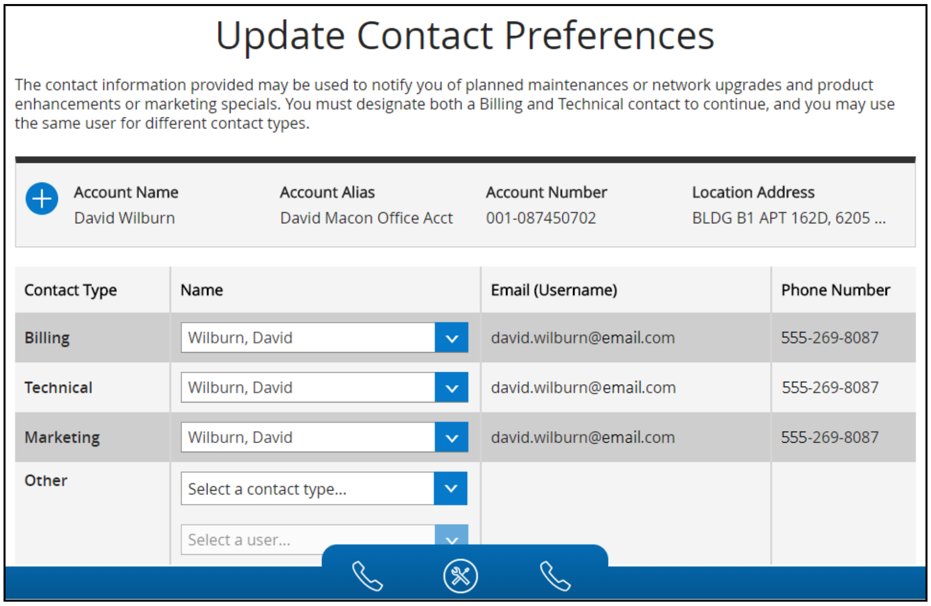
Update Contacts

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



Account Authorization Settings

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

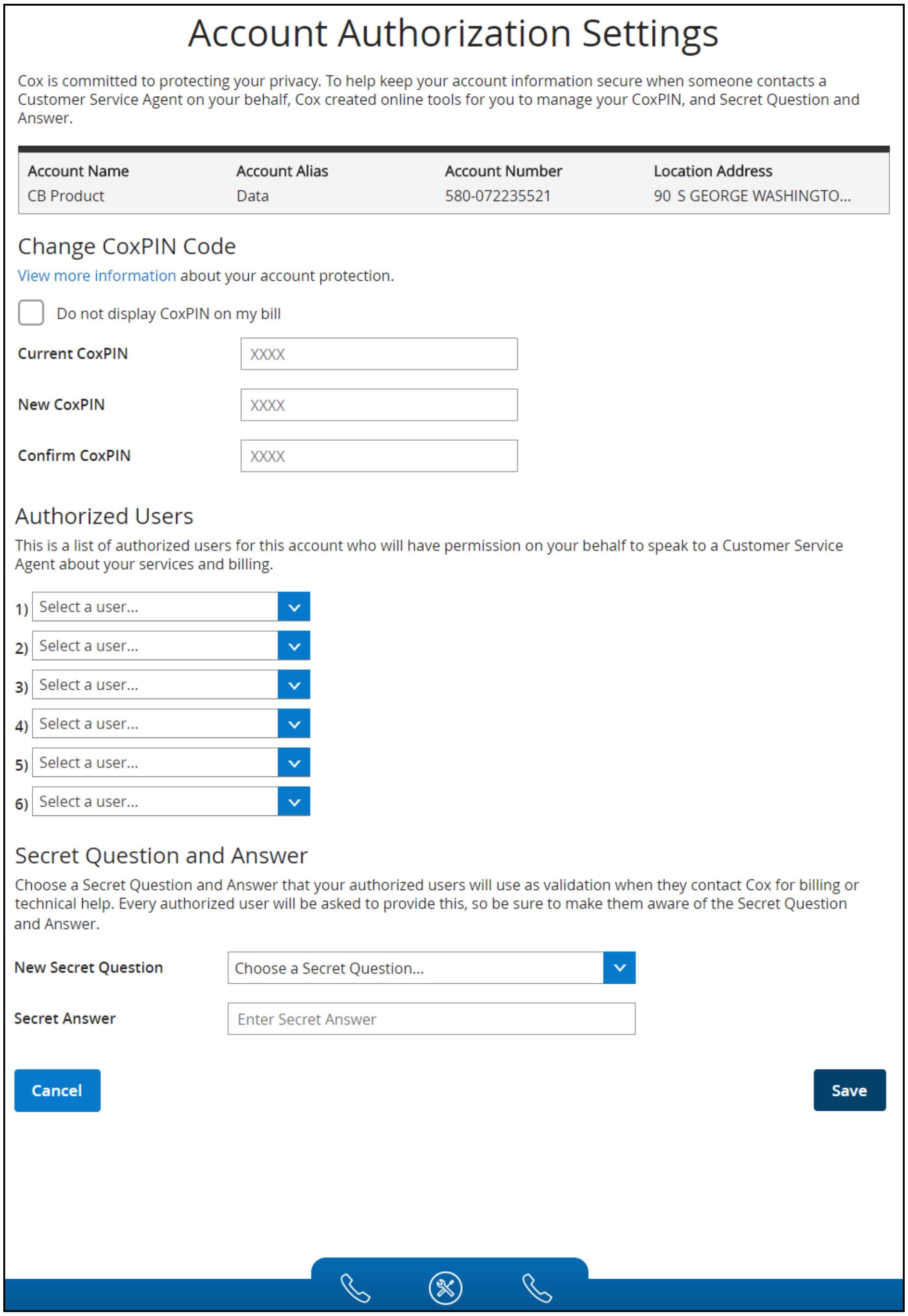
- Establish a Cox PIN Code
- Assign authorized users that will have permission to speak to a Customer Service Agent on your behalf about your services and billing.
- Establish a personalized Question/Answer should you forget your Cox PIN.

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



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.

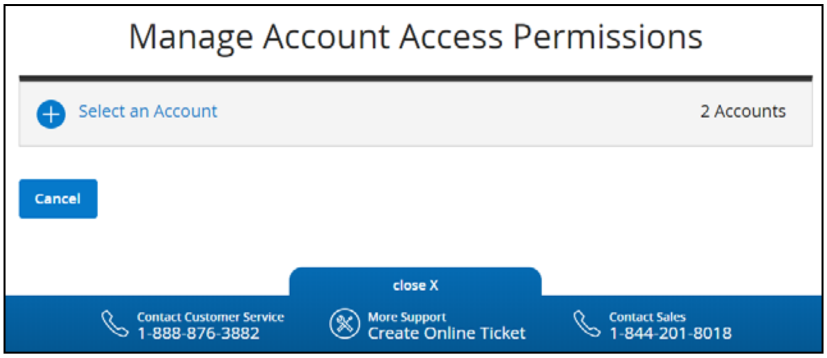
Manage Account Access

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:

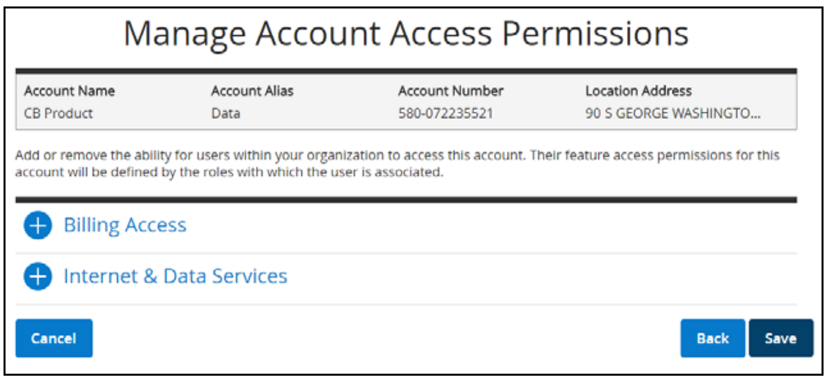
1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click **Manage Account Access** from the Account Administration menu.
   Result: The Manage Account Access screen opens.
3. If you have more than one account, click the plus sign or the **Select an Account** link to select the account to configure.

Figure 13: Manage Account Access – Select Account



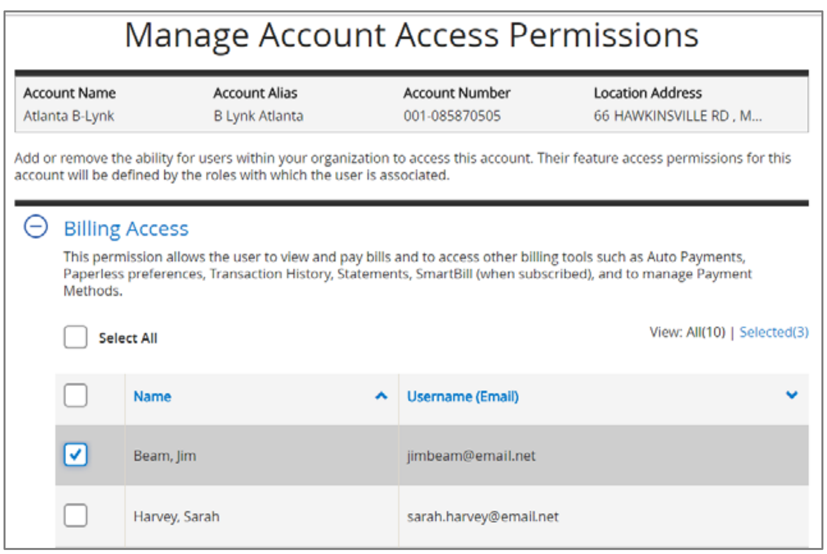
4. Click the plus sign next to the access type (Billing or Feature access) to expand a list of account users.

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)



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

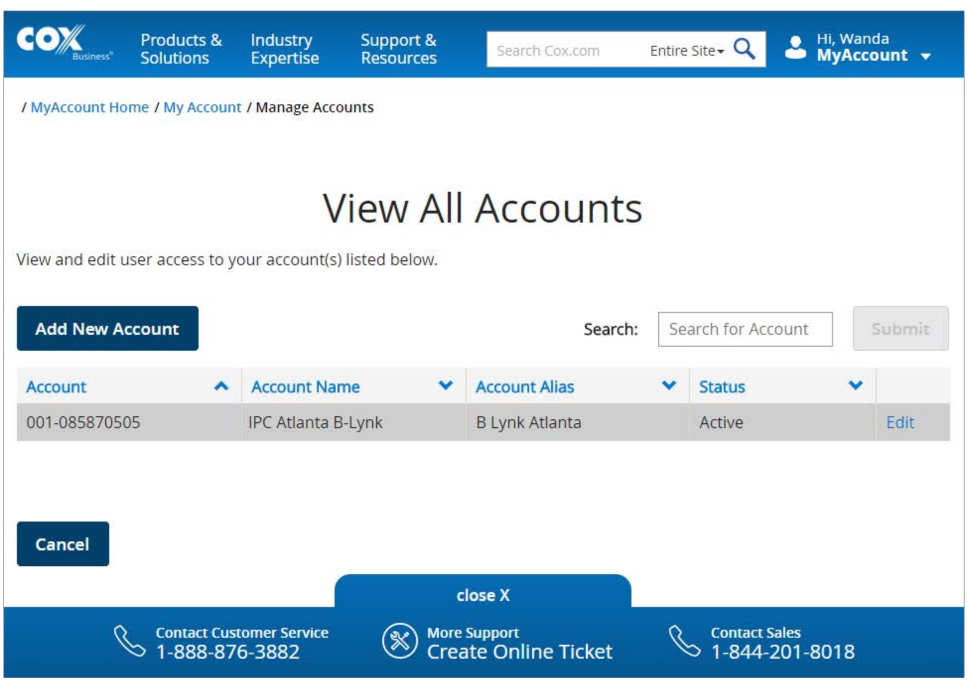
Add Account

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.

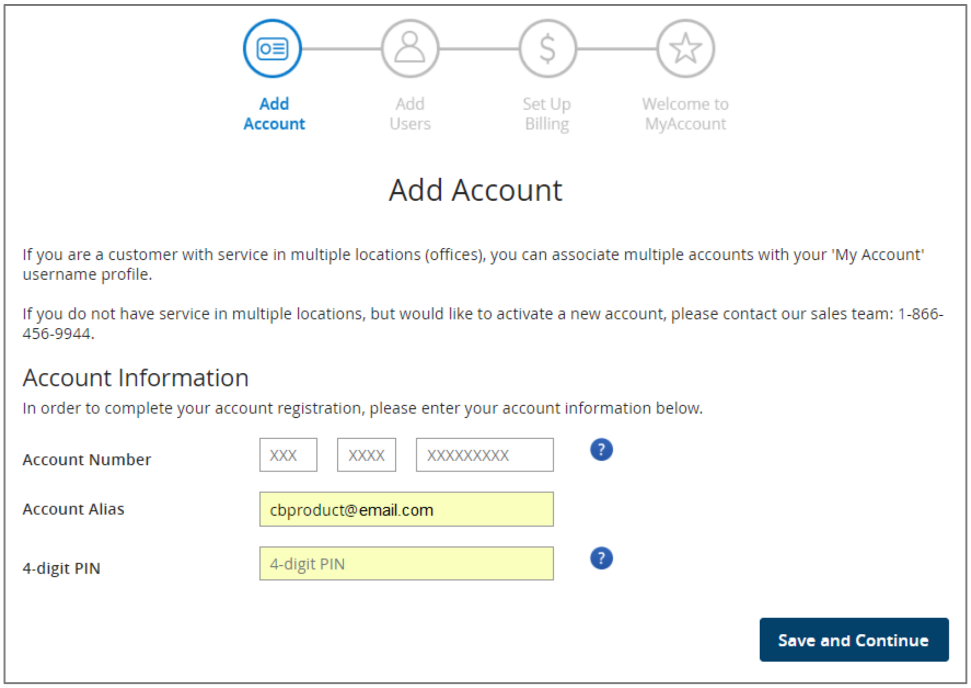
Figure 16: View All Accounts Screen



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



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

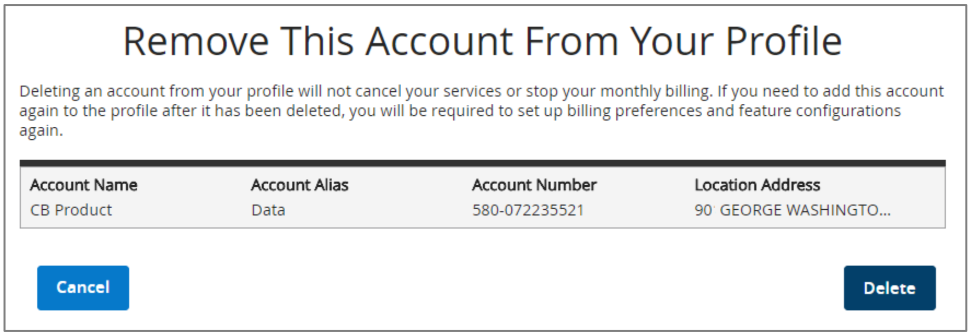
Note: You can click the **Set to me** link to quickly assign yourself as the contact.

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.

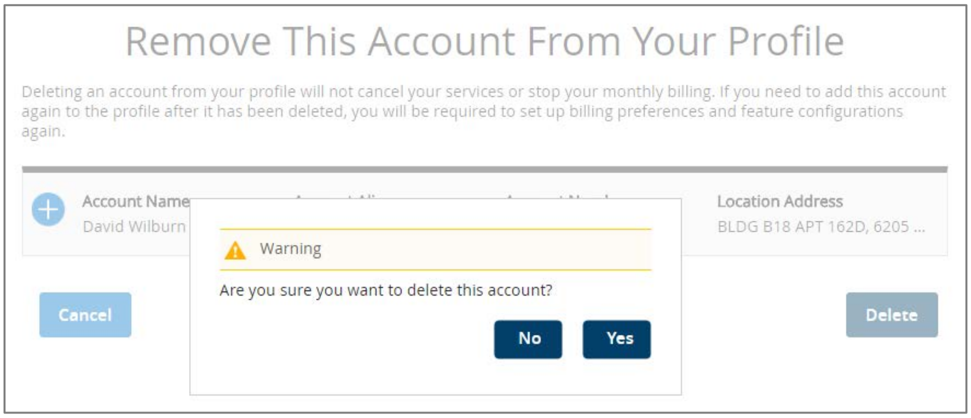
1. Log in to MyAccount.
2. Click the **Administration** dropdown arrow and then click the **Delete Account** link from the Profile Administration menu (see *Figure 8*).
3. Depending on the number of accounts you have, perform one of the following steps:
   a. If there is only one account, click the **Delete** 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



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

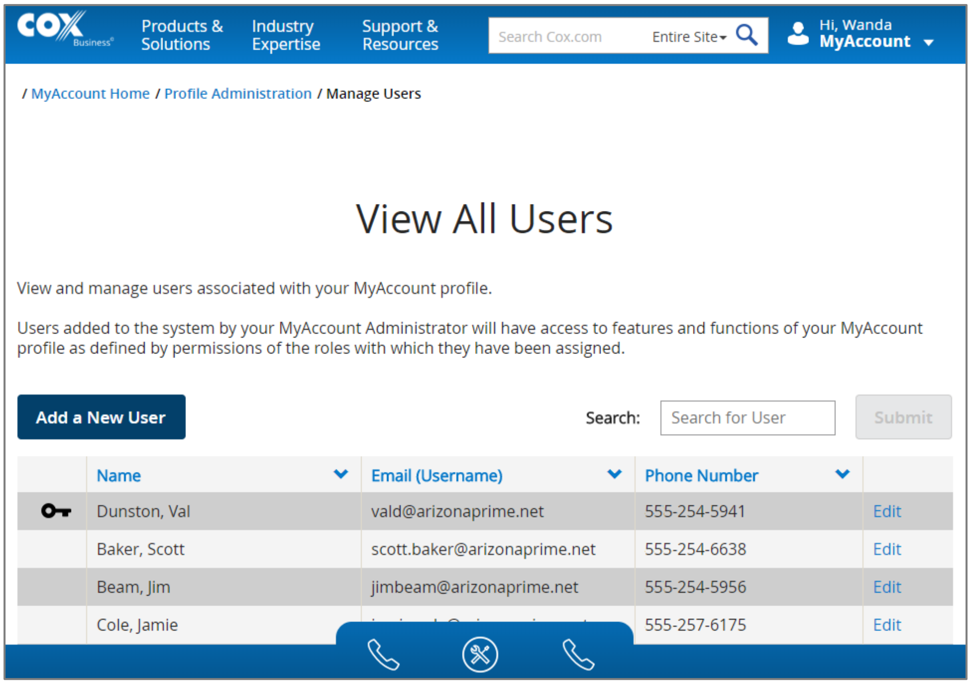
Figure 19: Delete Account Confirmation



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.

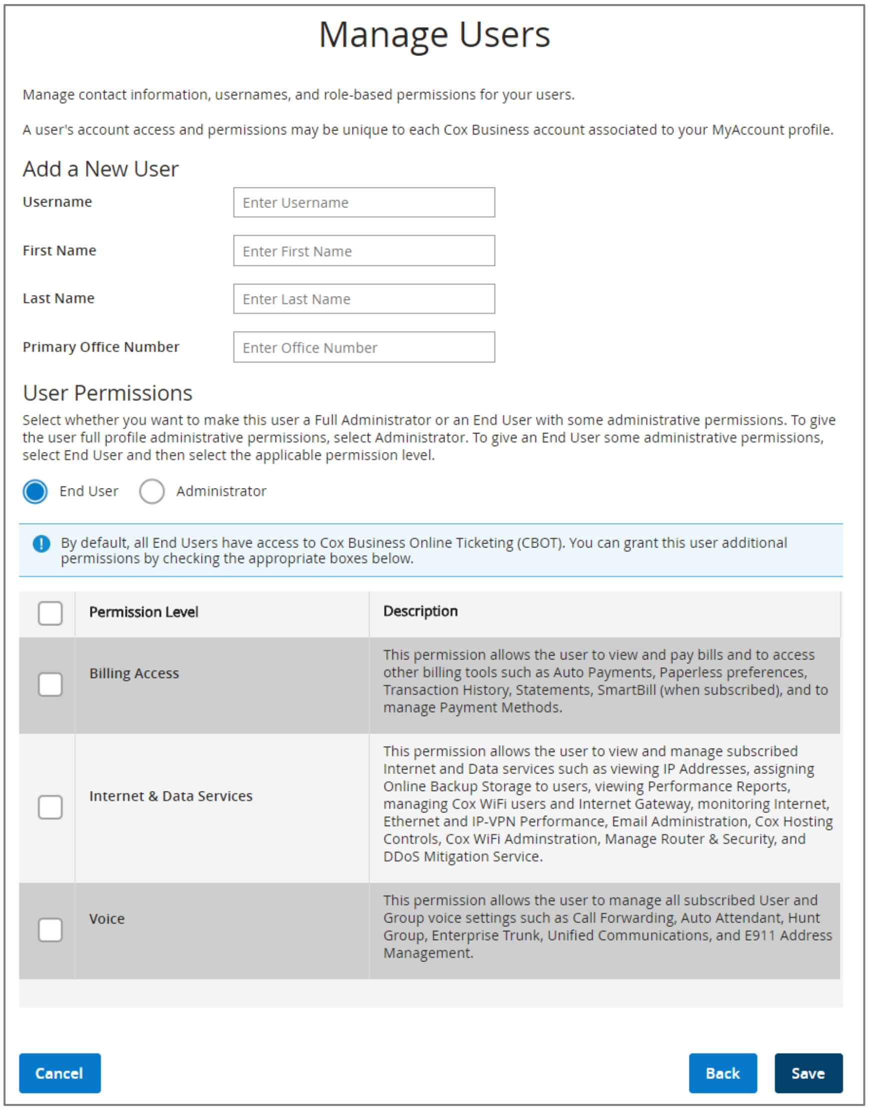
Figure 20: View All Users



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



Modify a User

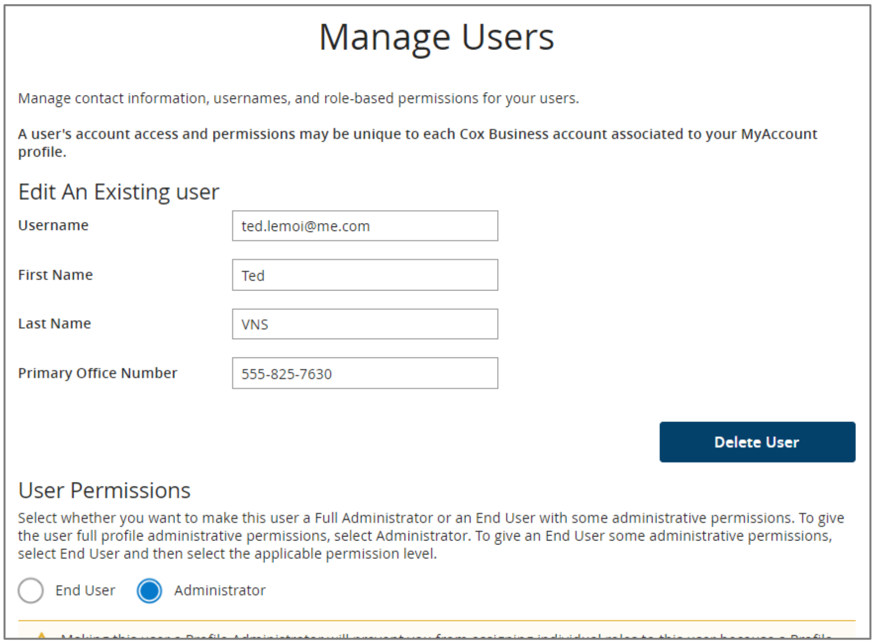
Note: If a username change is required, do not edit the existing name. Follow the steps to Add a New User.

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 modify and click the **Edit** link (see *Figure 20*).
   Result: The Manage Users screen opens.
3. Edit the values as needed.
4. 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

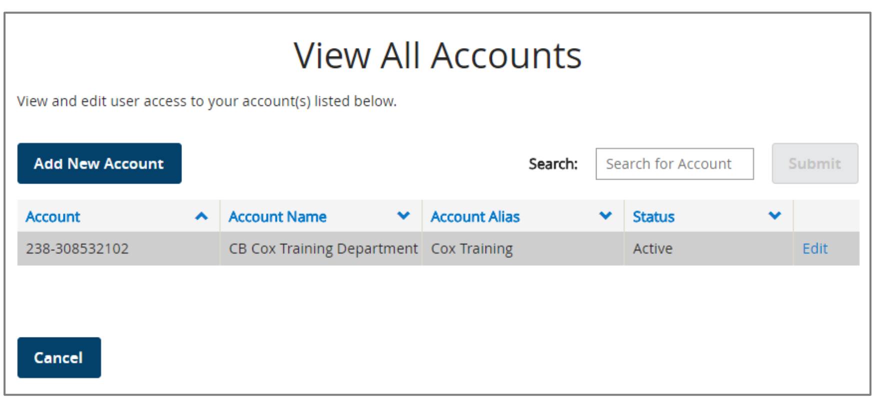


Manage Accounts

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

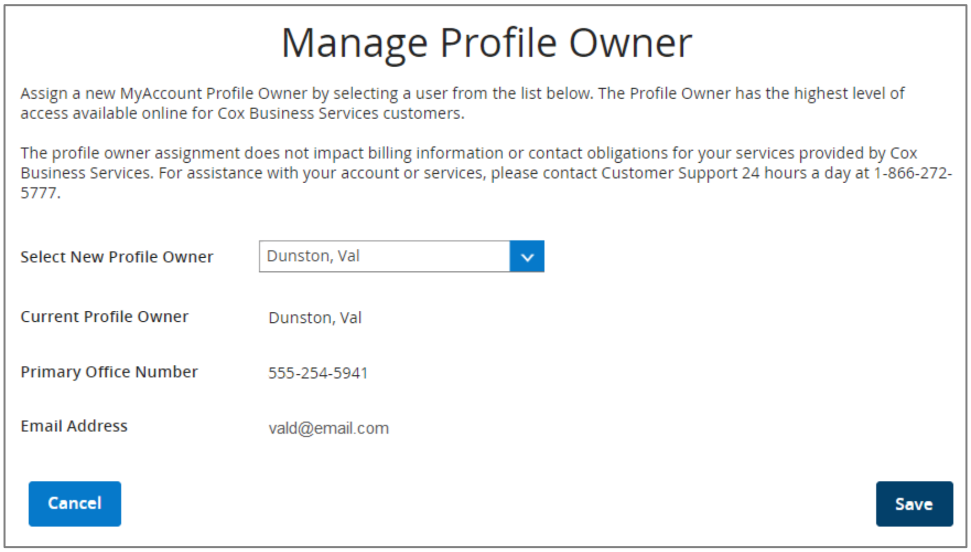


Manage Profile Owner

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



Log in As

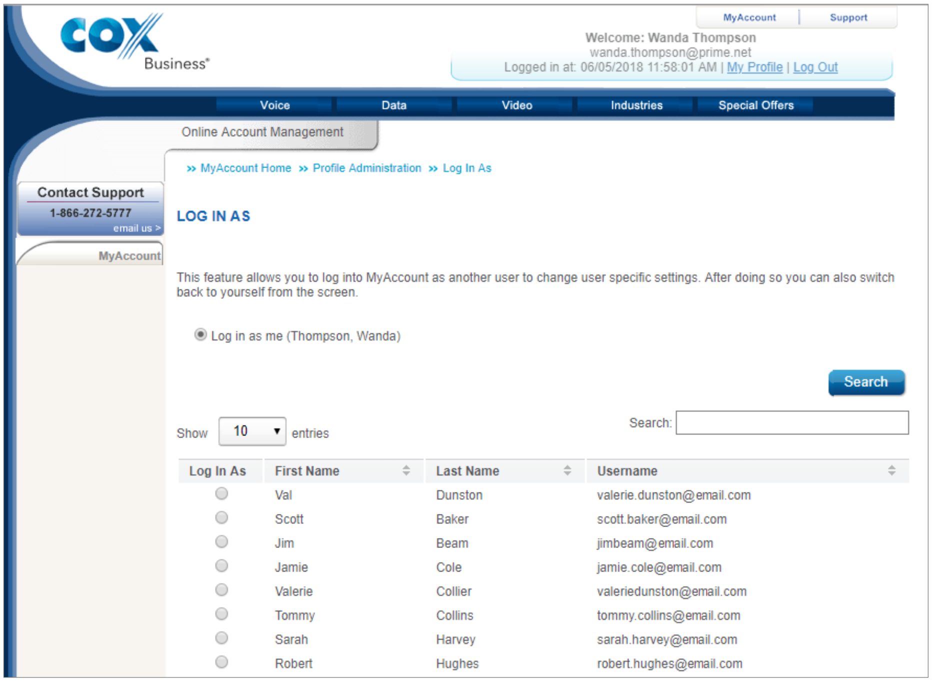
You can log in as another user assigned to the account to change that user's settings or configure VoiceManager Tools, VoiceManager Tool Bar, and VoiceMail for the user.

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.

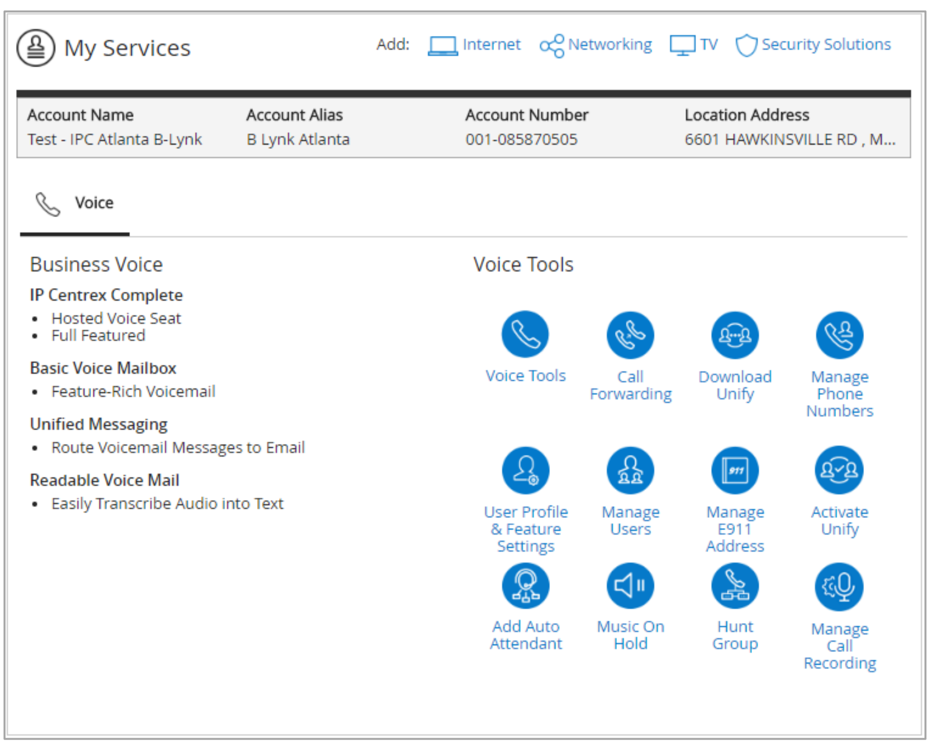
Figure 25: Log In As



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.

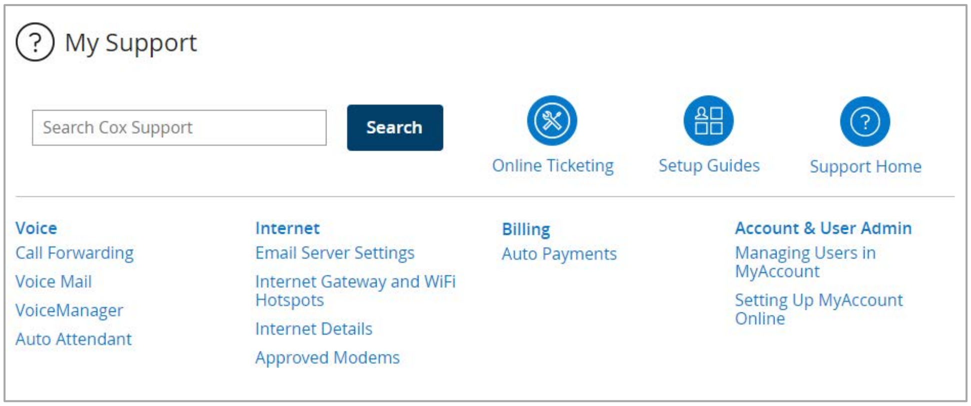
Figure 26: MyAccount Portal – My Services



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



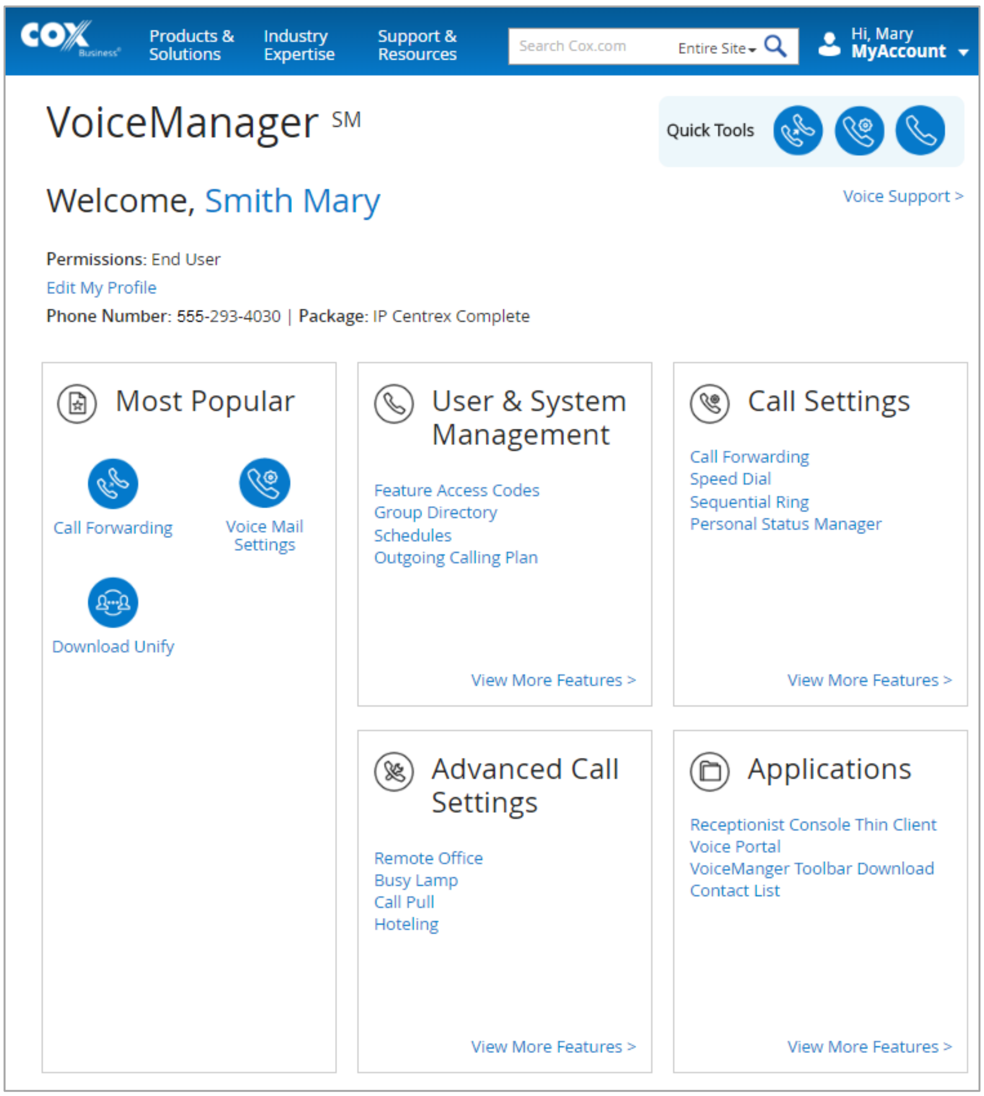
VoiceManager Dashboard

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

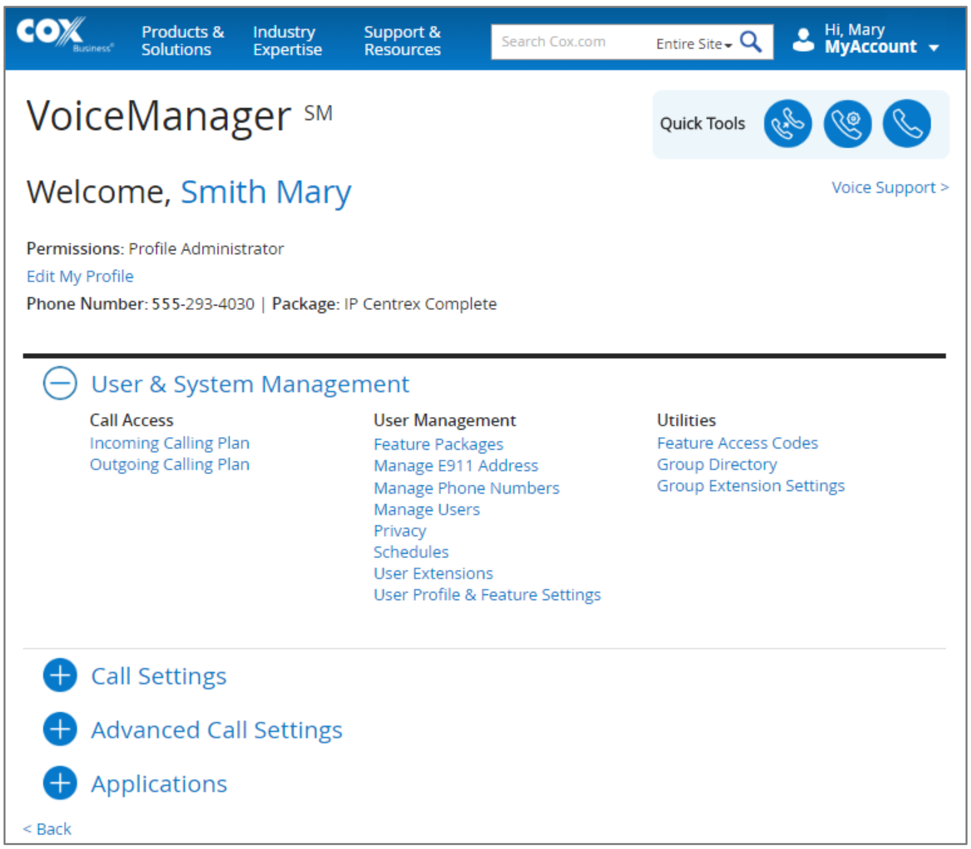
The **User & System Management** category on the VoiceManager Dashboard contains links to features in the following categories:

- 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



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.

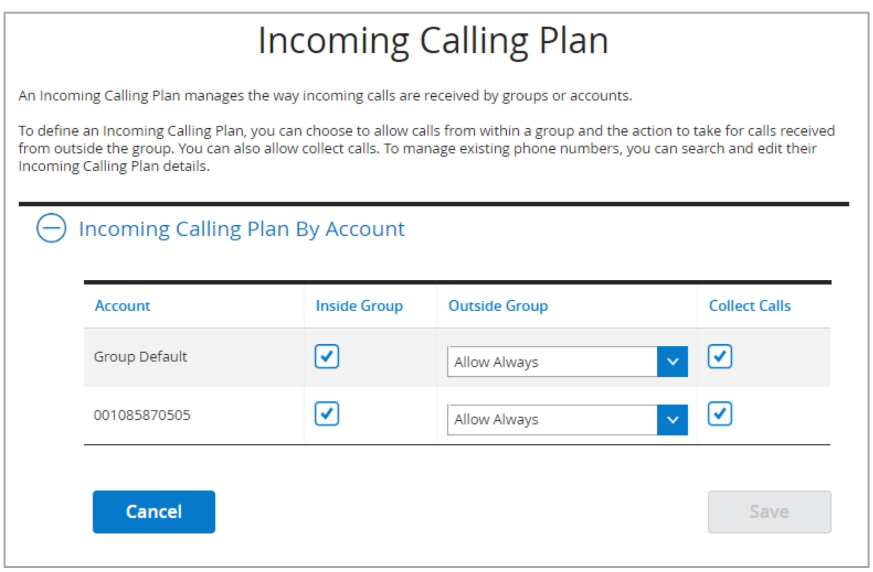
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard (see *Figure 28*), click the **Incoming Calling Plan** link under the User & System Management category. If the link is 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

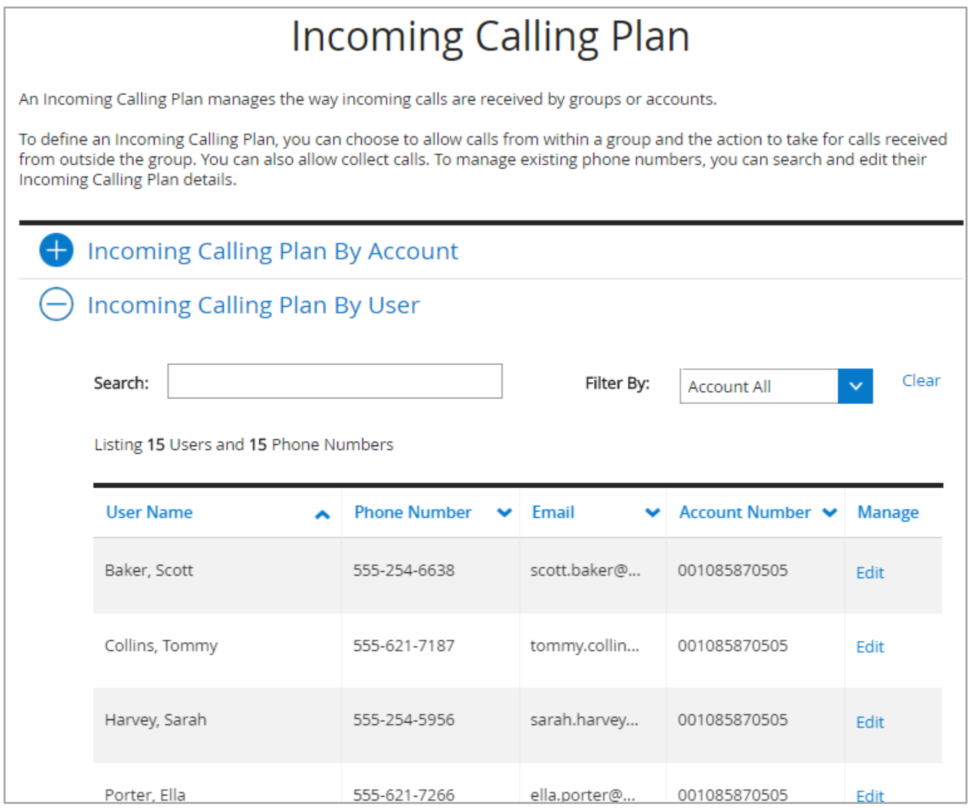


1. Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
2. Click the **Outside Group** drop-down menu to select when members of an account can receive and transfer calls from others. The options are: **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



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.

6. 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:

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 **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.

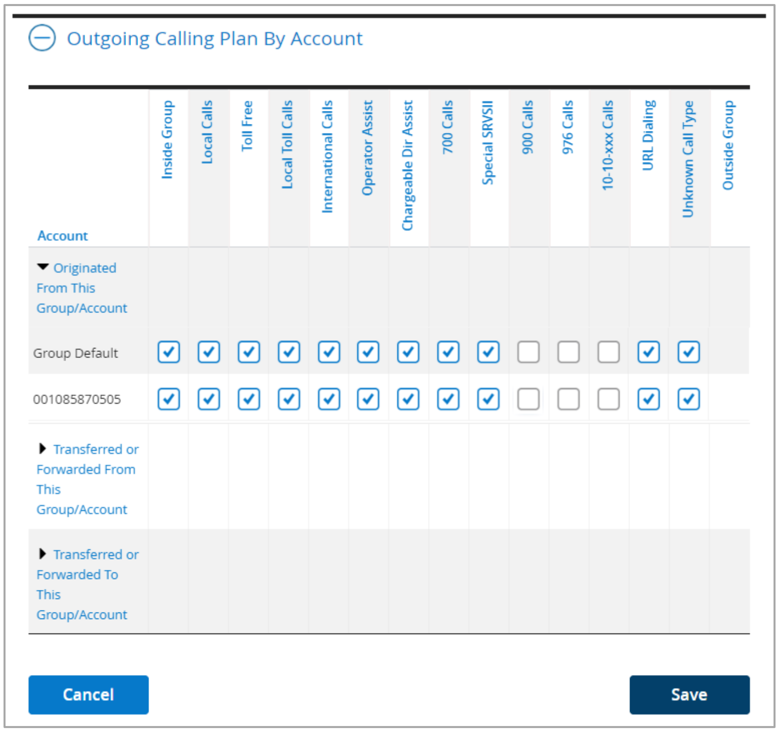
Figure 33: Outgoing Calling Plan

Edit Settings by Account

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

1. 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**
2. Click the **Save** button.

Figure 34: Outgoing Calling Plan by Account

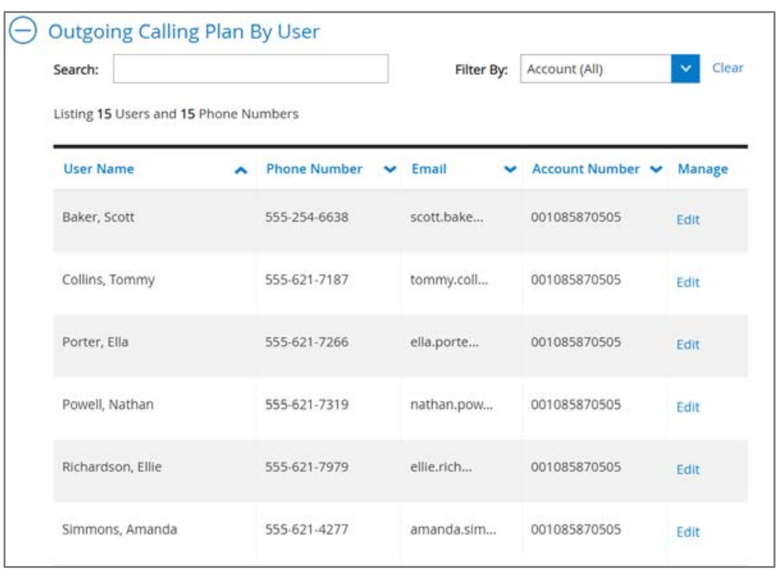


Edit Settings by User

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.

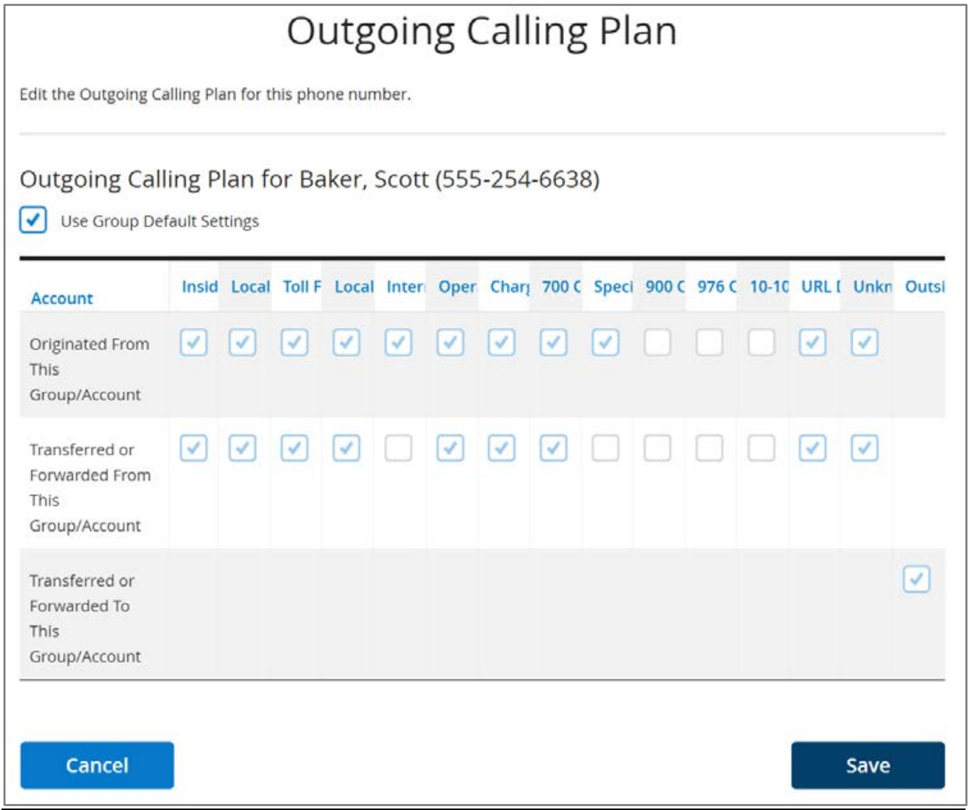
Figure 35: Outgoing Calling Plan by User



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.

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

Figure 36: Edit User Outgoing Calling Plan Settings



4. 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

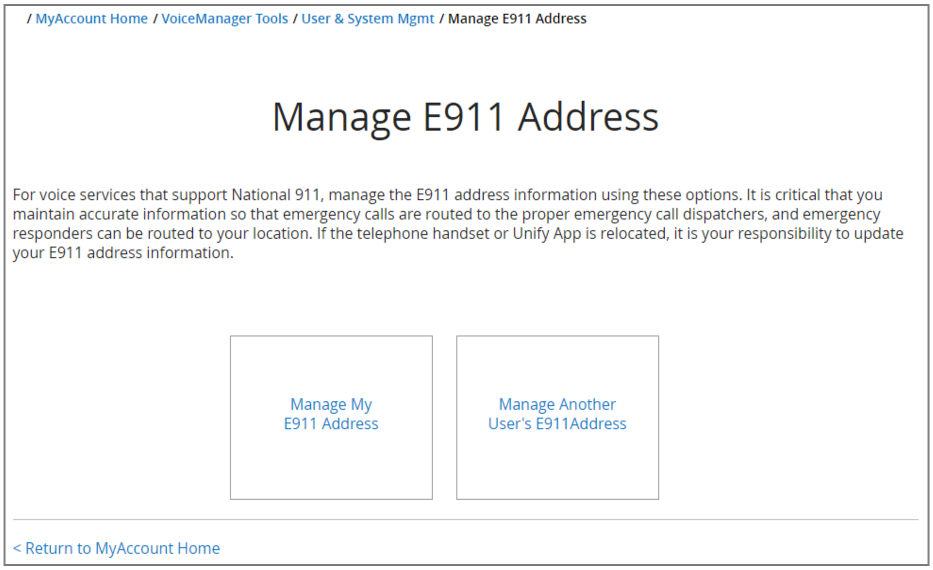
Phone numbers with Unified Communications (UC) will have an additional entry for UC Apps that represent the location of the UC Desktop and Tablet Apps.

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:

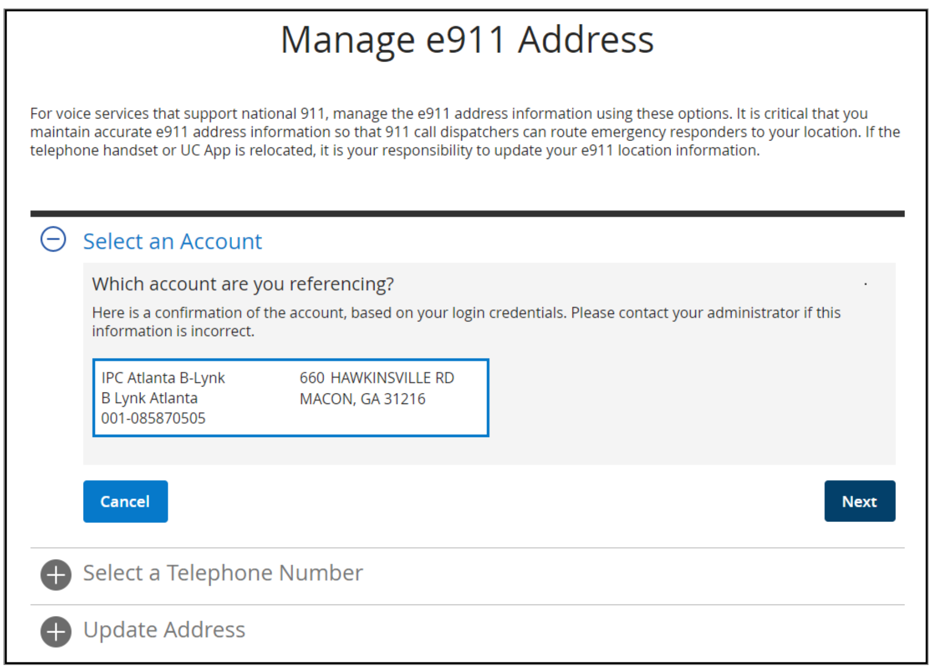
1. Log in to the MyAccount Portal.
2. Scroll down to the **My Services** section of the MyAccount Home screen (see *Figure 26)* and click the **Voice** tab.
3. Click the **Manage e911 Address** icon to open the National 911 Address Management screen.
4. On the Manage E911 Address landing screen, administrators 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



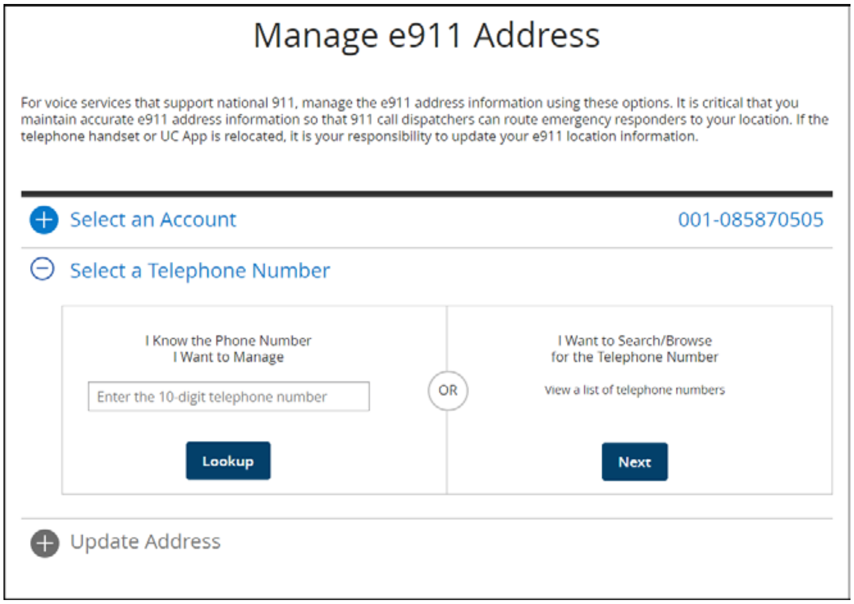
5. If multiple accounts exist, choose the account that contains the phone number you wish to update, and then click the **Next** button.

Figure 39: Select an Account



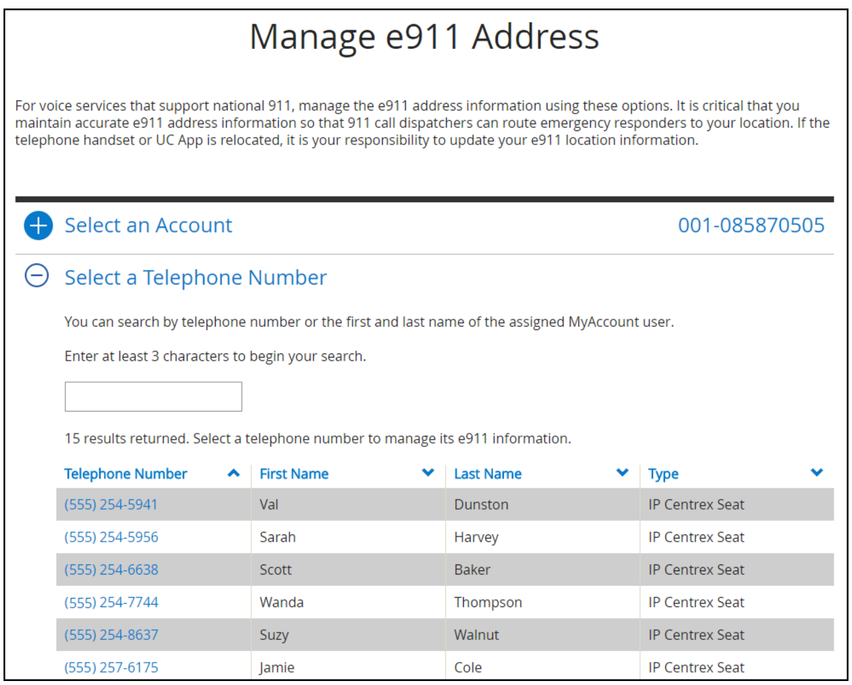
6. In the **Select a Telephone Number** section, you can type the phone number to be managed into the phone number field, or you can click the **Next** button to select from the list of numbers associated with the account.

Figure 40: Select Phone Number to Manage



7. 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



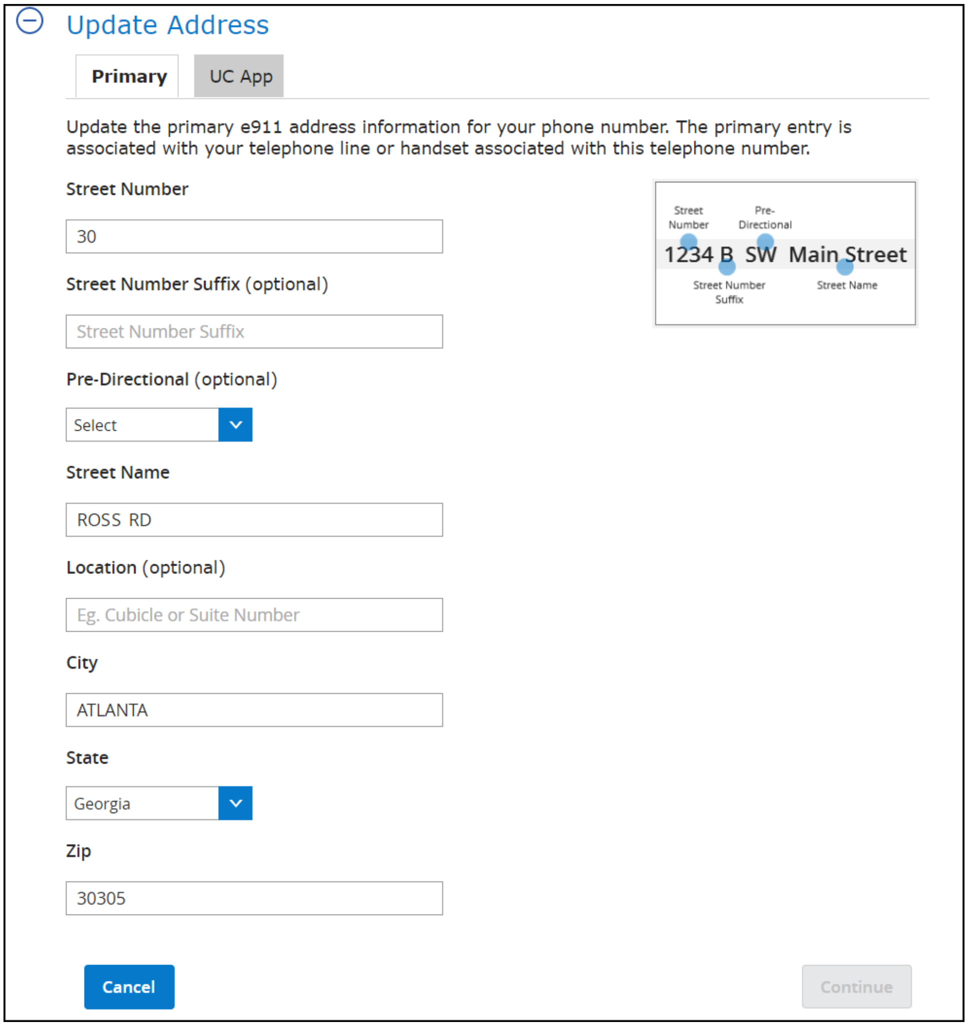
Tapping the phone number link opens the **Update Address** screen (see *Figure 42*).

8. 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**.

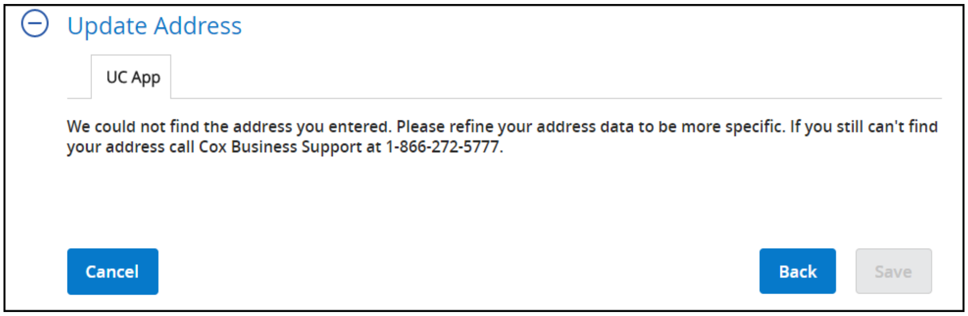
Note: The optional **Location** field is designed to include any important location information about the location within a building, such as a cubicle number or other description that would be helpful for emergency responders.

Figure 42: Update Address Screen



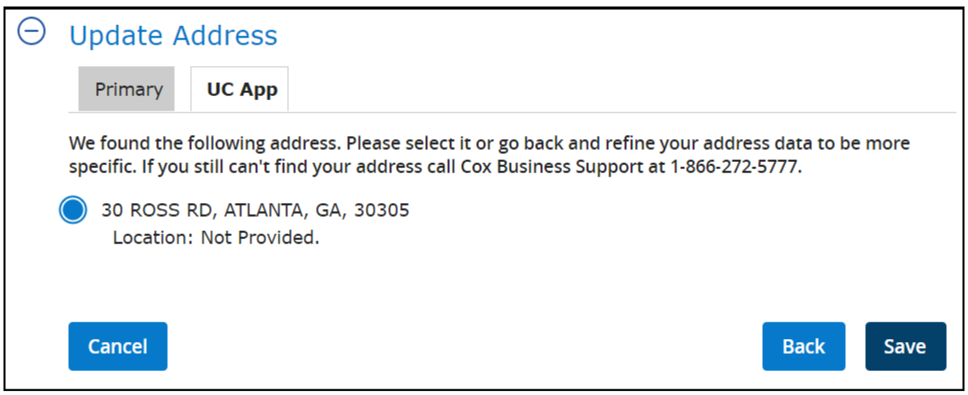
9. If the system cannot determine your address, you will be prompted to contact Cox Business support for further help in updating your e911 address information. Click the **Cancel** button to cancel the address update or click the **Back** button to return to the Update Address screen.

Figure 43: Invalid Address



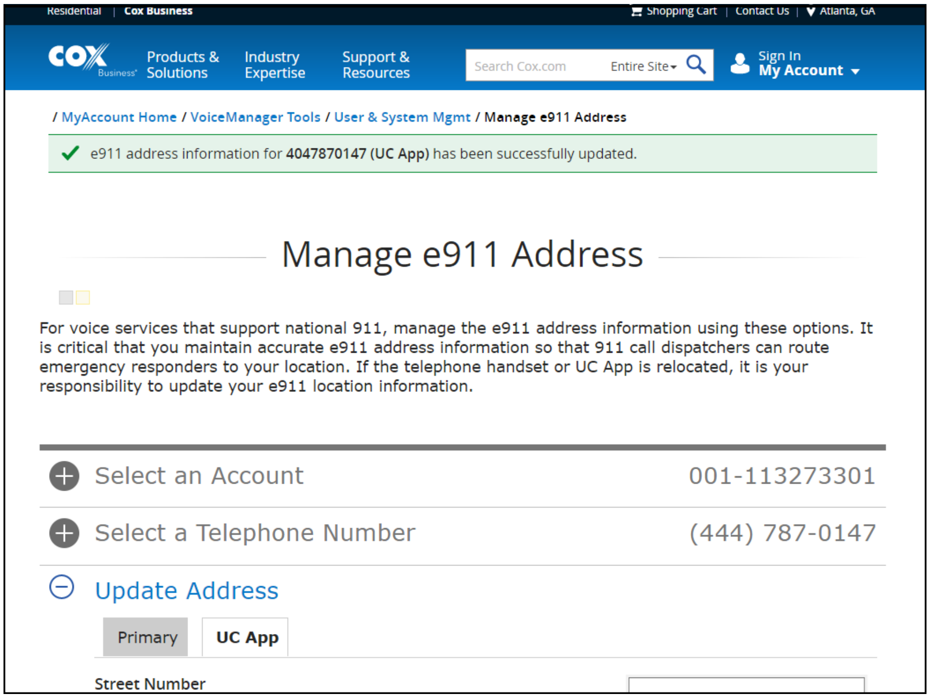
10. You will be presented with one or more addresses based on the information submitted. Carefully review the address information.
    a. If the address information is incorrect, click the **Back** button to return to the Update Address screen, and re-enter the address information.
    b. If one of the addresses is correct, choose the correct entry and click **Save**.

Figure 44: Address Information Found



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

Figure 45: Address Update Notification



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:

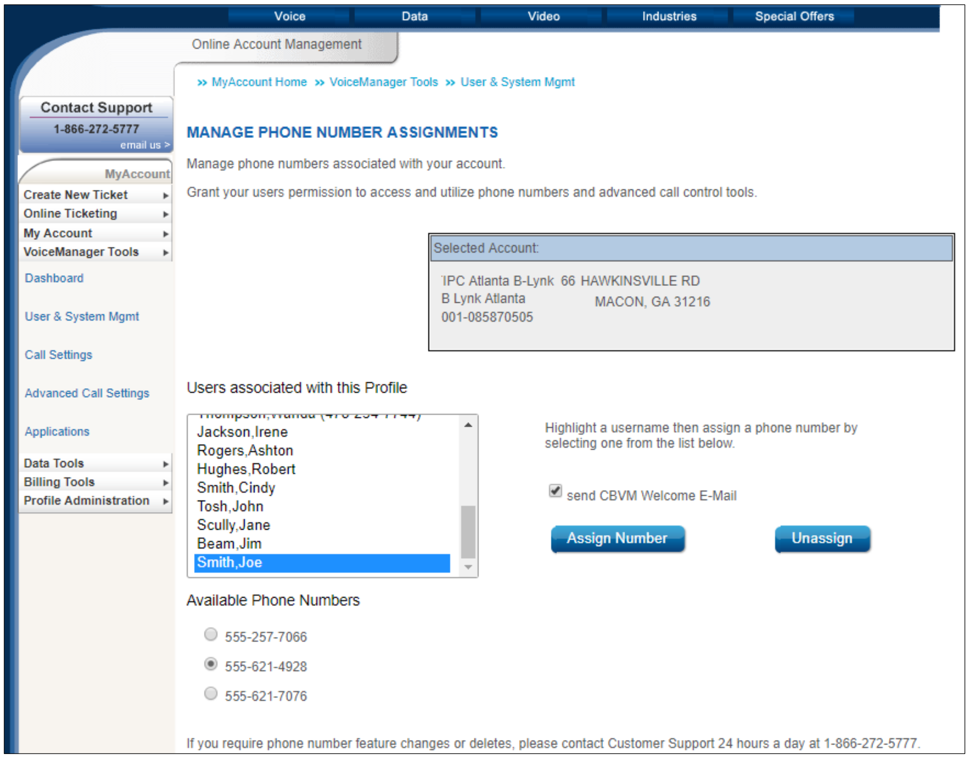
1. Log in to the MyAccount Portal.
2. Scroll down to the My Services section and click the **Voice** tab.
3. Click the **Manage Phone Numbers** icon to open the Online Account Management screen.

Assign a Phone Number

To assign a phone number:

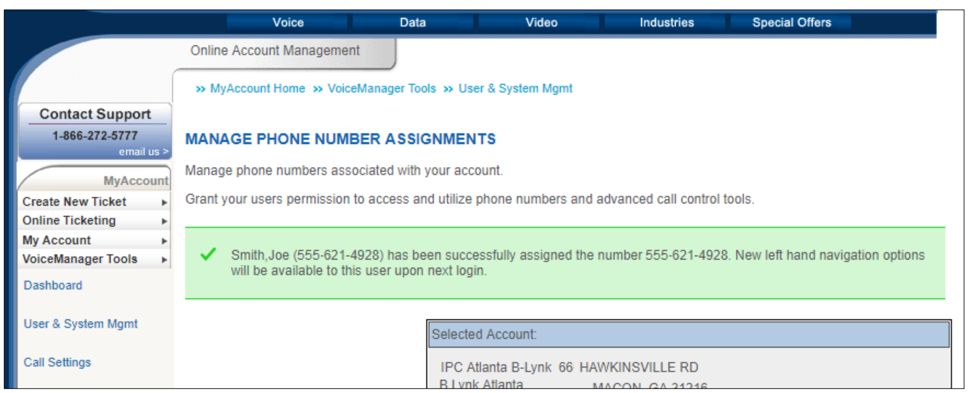
1. Select the user in the list of **Users associated with this Profile**. If the user you are searching for is not in the list, you must first add them using the *Manage Users* feature.
2. In the list of **Available Phone Numbers**, select the number you want to assign to the user.
3. Place a checkmark 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



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

Figure 47: Manage Phone Numbers – Assignment Confirmation



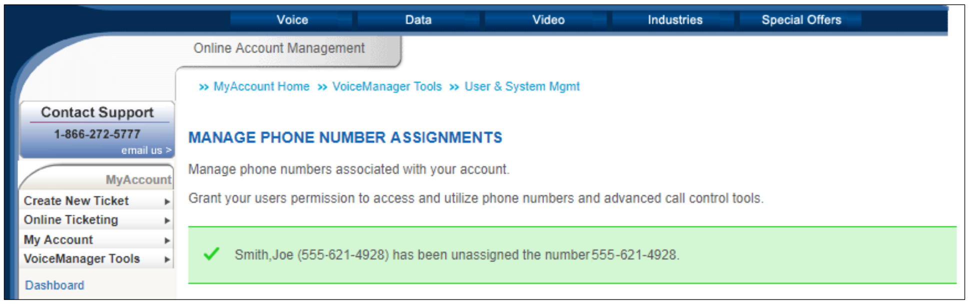
Unassign a Phone Number

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



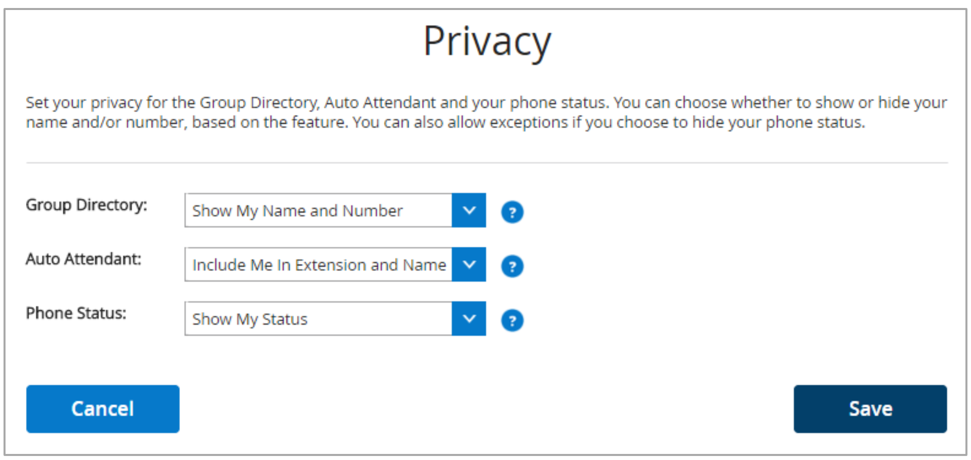
Manage Users

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.

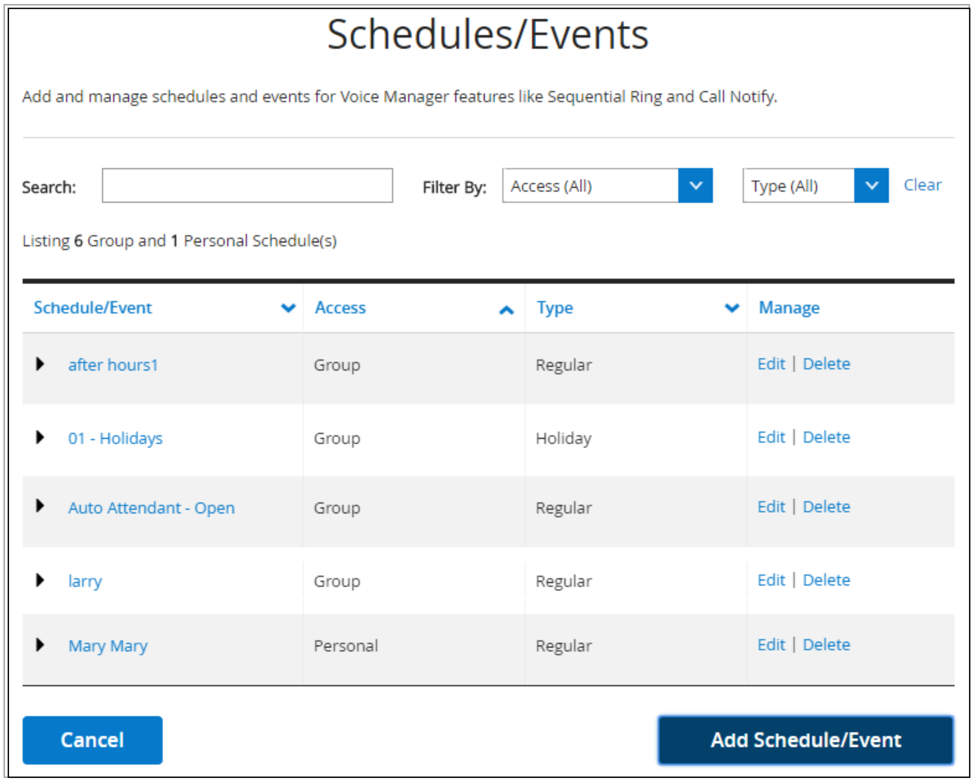
Figure 49: Privacy Settings Screen



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



Use these steps to configure schedules in VoiceManager:

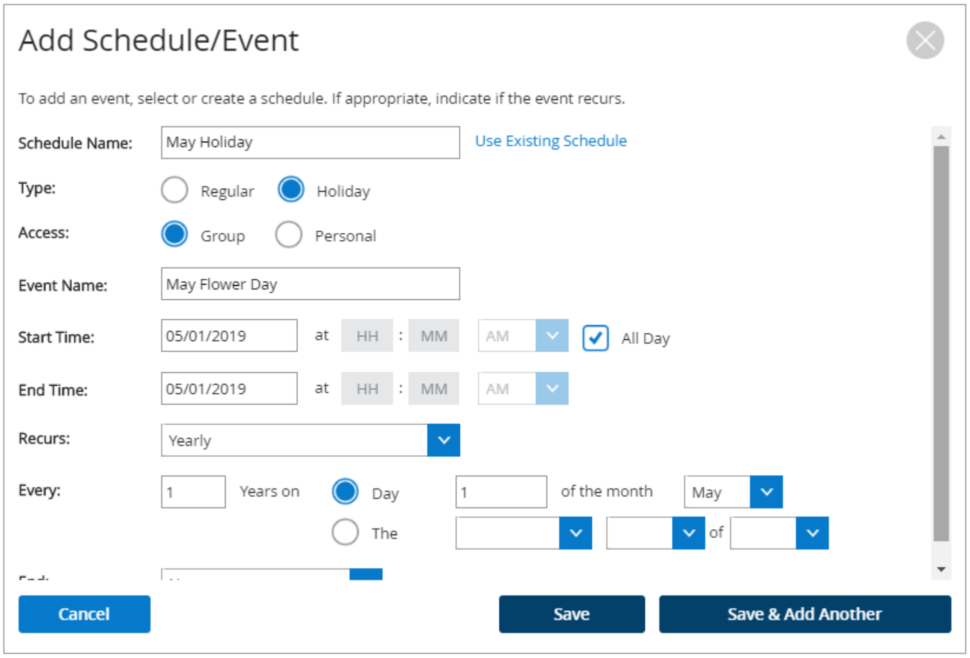
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard, click the **Schedules** link under the User & System Management category. If the link is not present, click **View More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



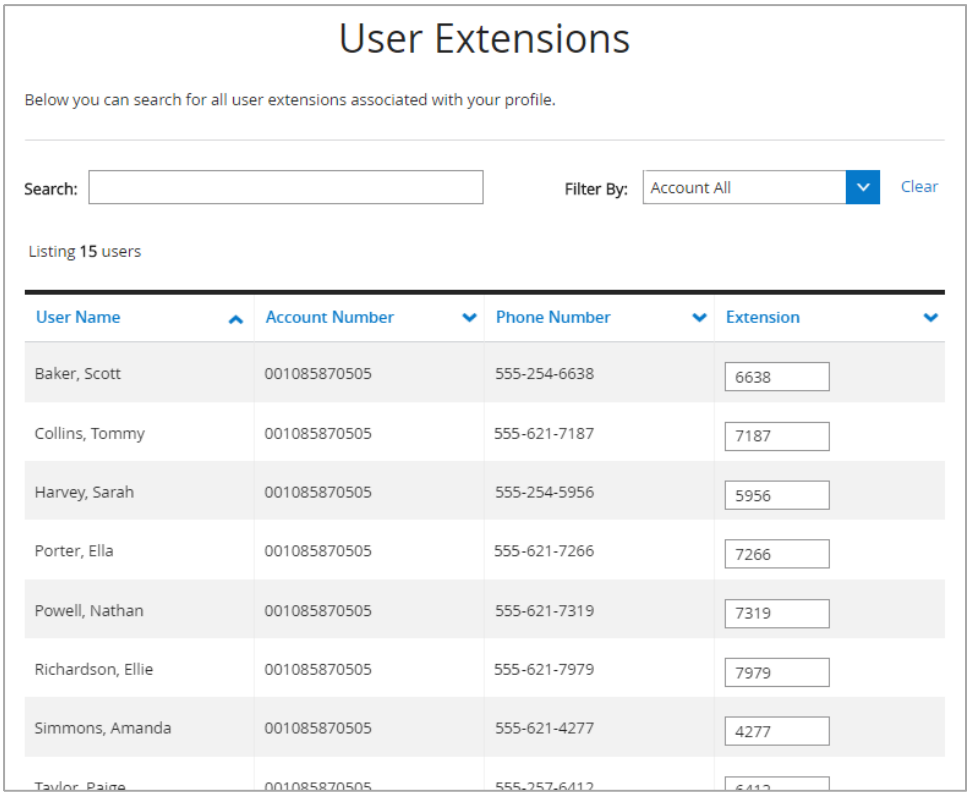
12. Click the **Save** or **Save & Add Another** button.
    Result: A message indicates your Schedule/Event was added.

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 Profile & Feature Settings

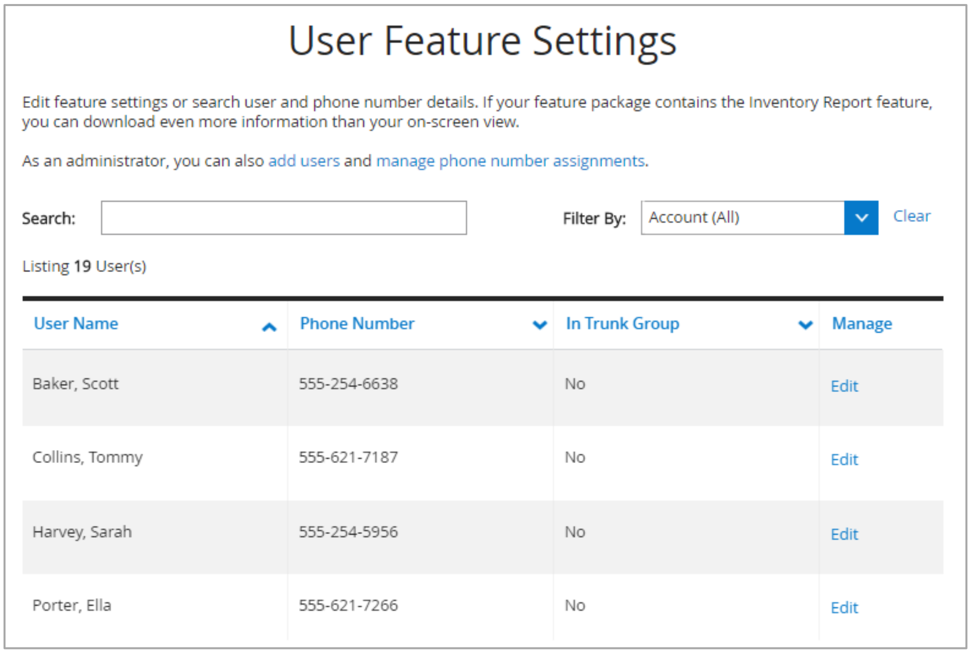
Edit feature settings or search user and phone number details. If your feature package contains the **Inventory Report** feature, you can download even more information than your on-screen view.

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:

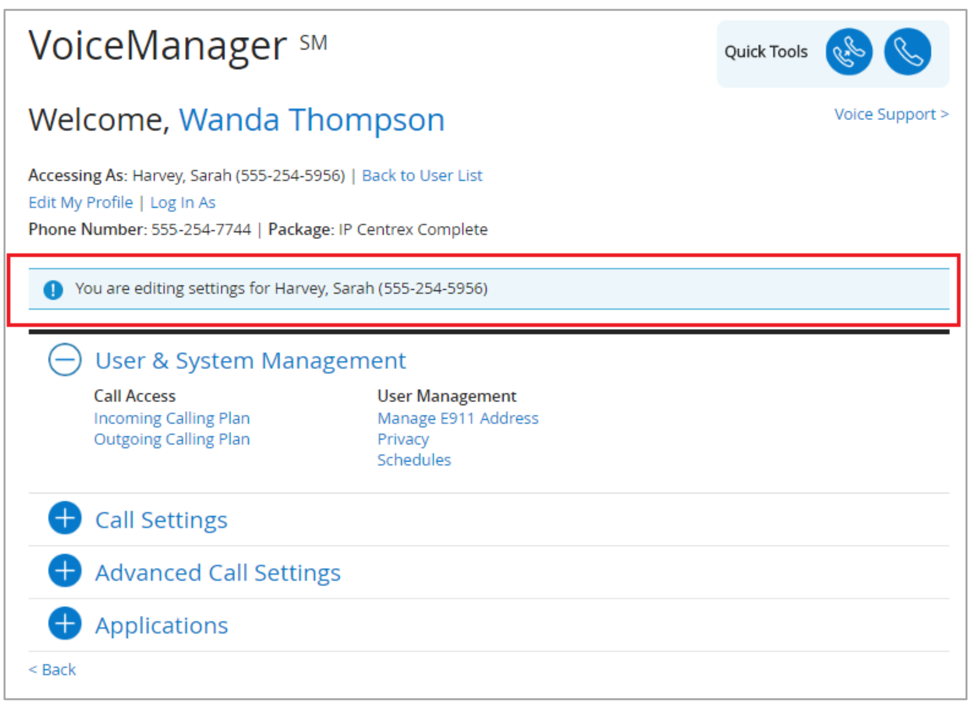
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the VoiceManager Dashboard, click the **User Profile & Feature Settings** link under the User & System Management category. If the link is not present, 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



4. 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



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.

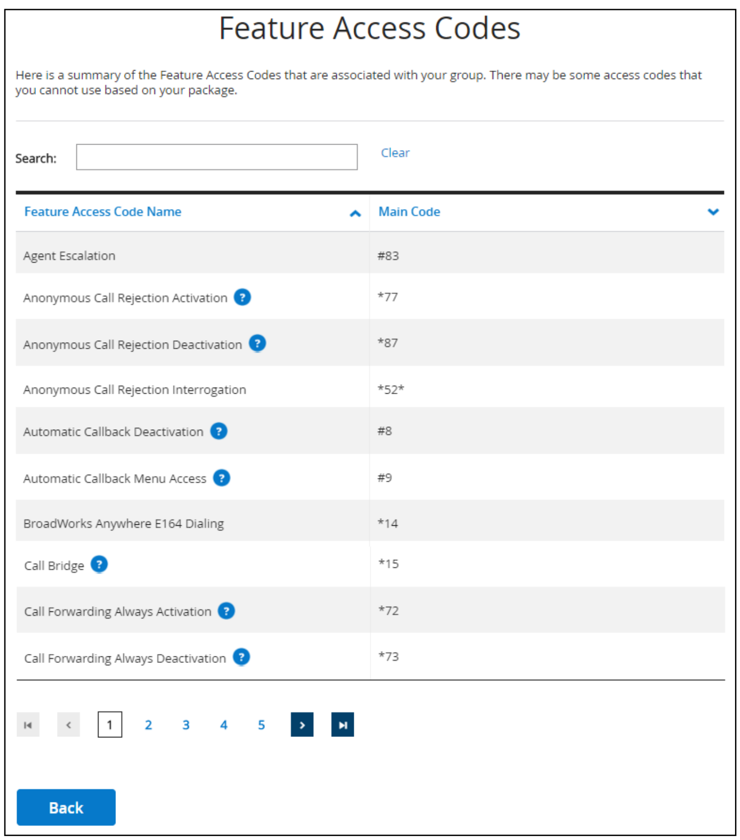
Note: You cannot change your Feature Access Codes.

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

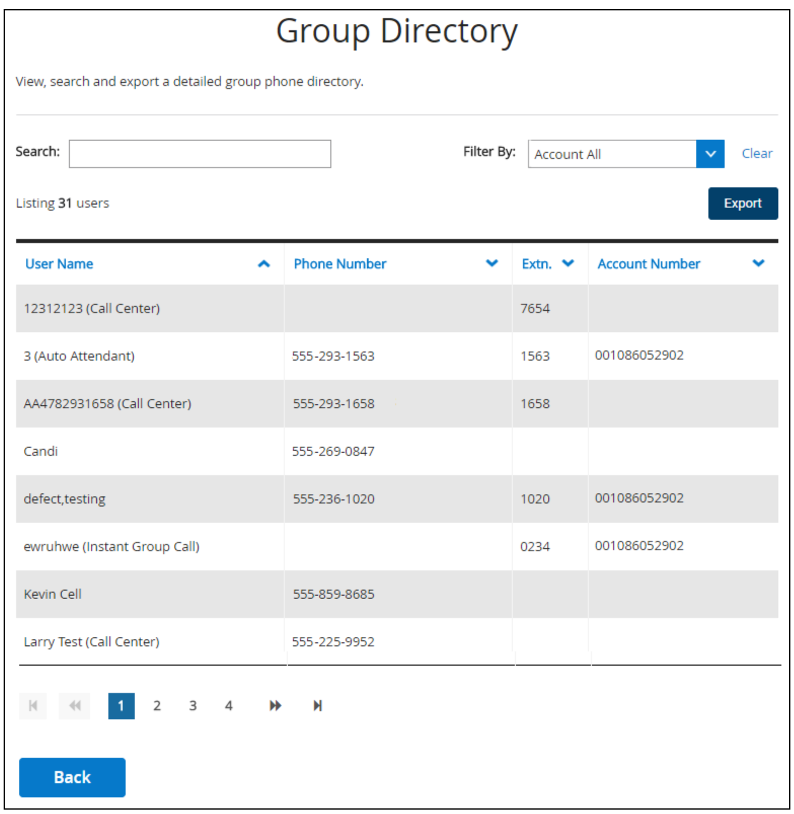


Group Directory

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

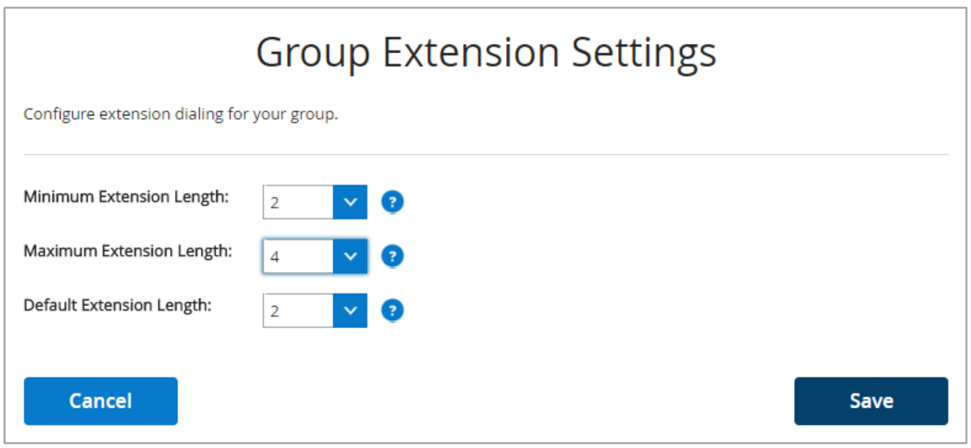


Group Extension Settings

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

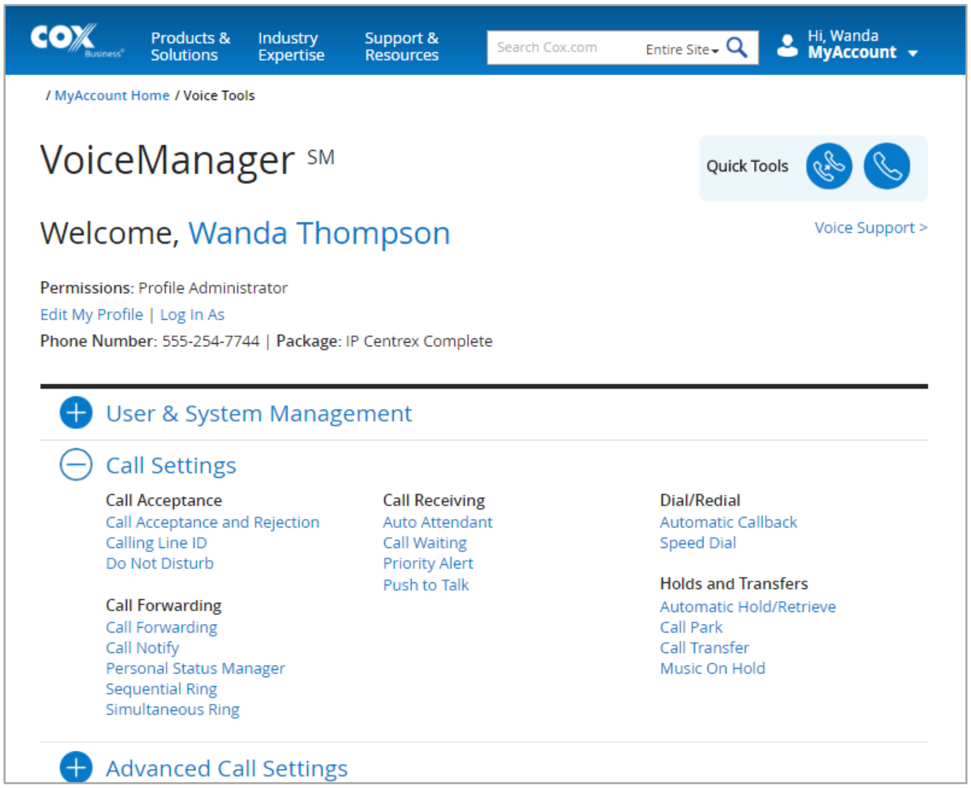
The **Call Settings** category on the VoiceManager Dashboard contains links to features in the following categories:

- 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.

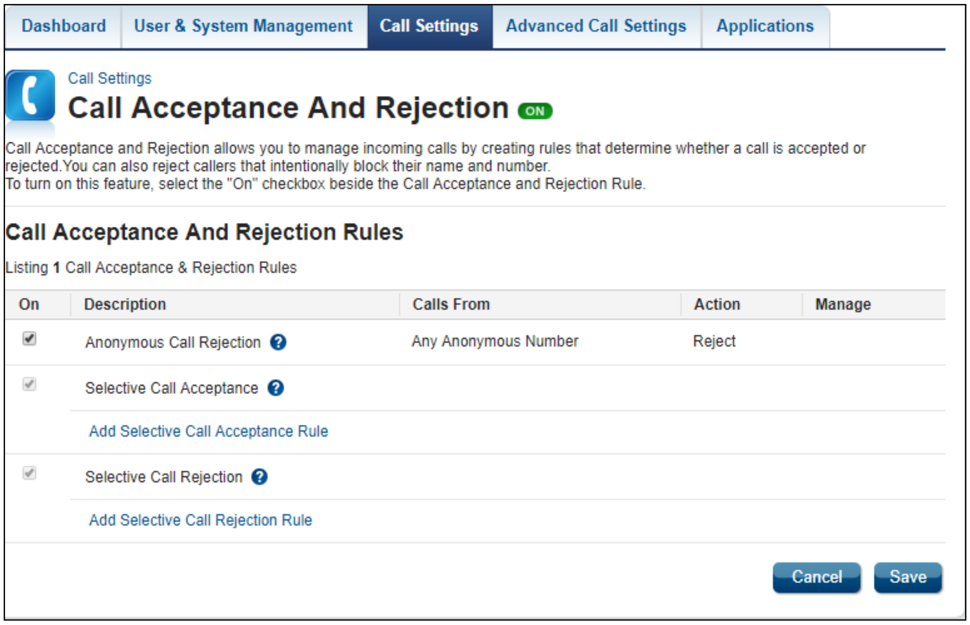
Note: Refer to the *Priority Alert* and

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



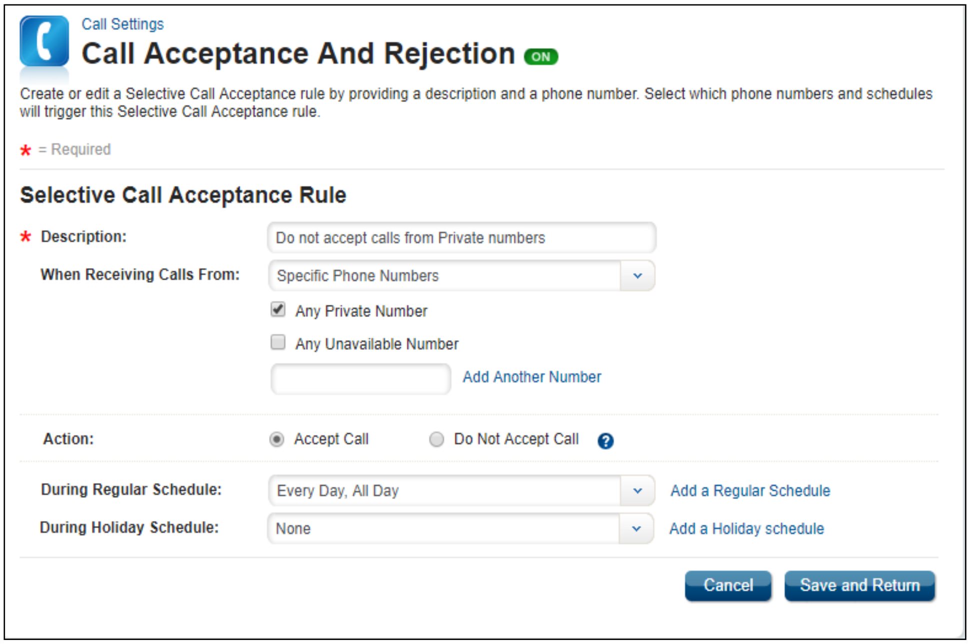
Selective Call Acceptance

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:

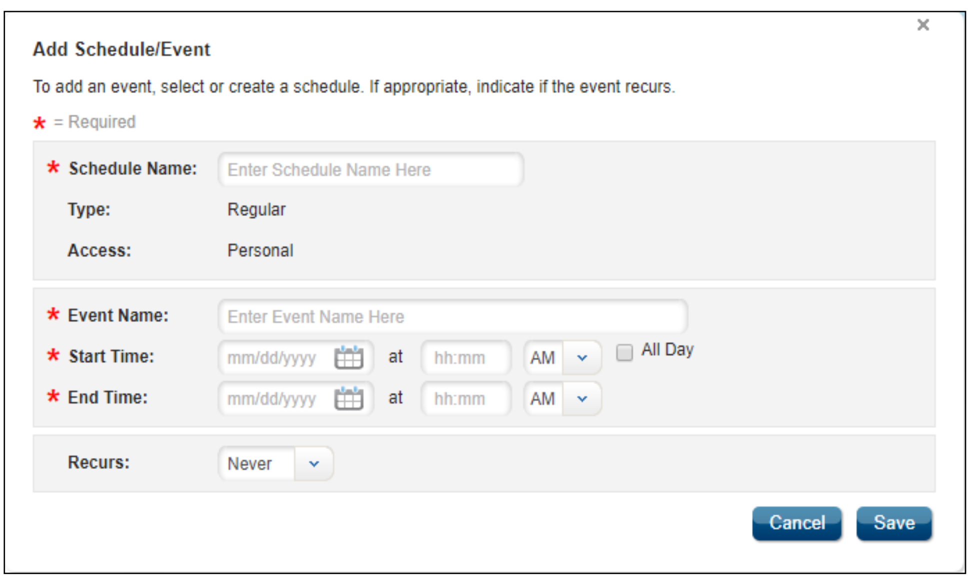
1. Click the **Add Selective Call Acceptance Rule** link.
   Result: The Selective Call Acceptance Rule information screen opens.
2. Enter a description for the acceptance rule.
3. Click the down arrow to the right of *When Receiving Calls From* to select whether the rule applies to any phone number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



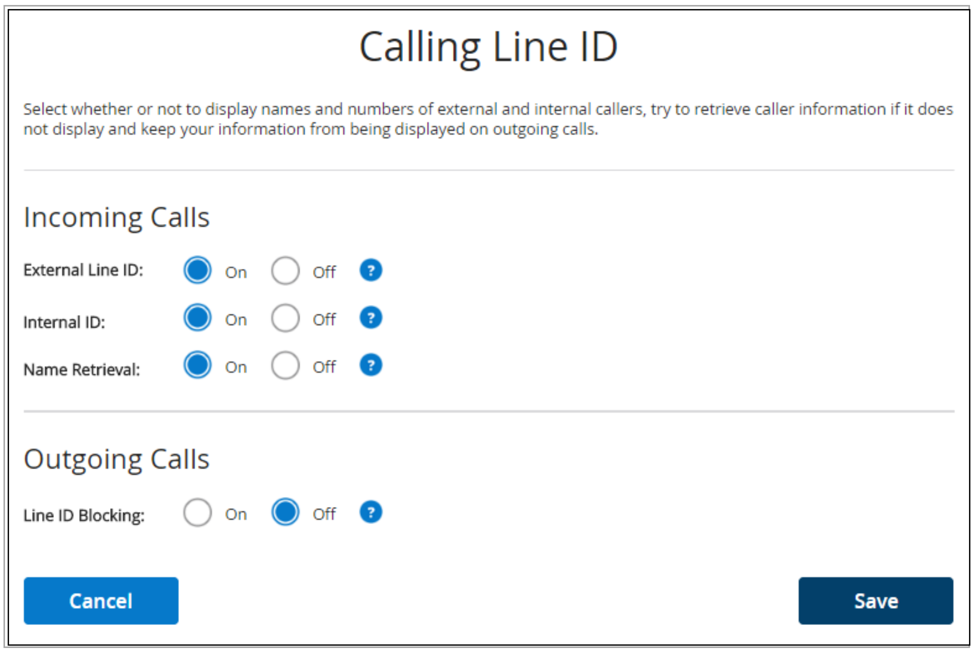
6. By default, the Holiday schedule is set to *None*.
    a. Click the **Add a Holiday Schedule** link to create a specific schedule.
    b. Enter schedule information in the same manner as for a Regular Schedule.
7. When all schedule information has been entered, click the **Save and Return** button.

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.

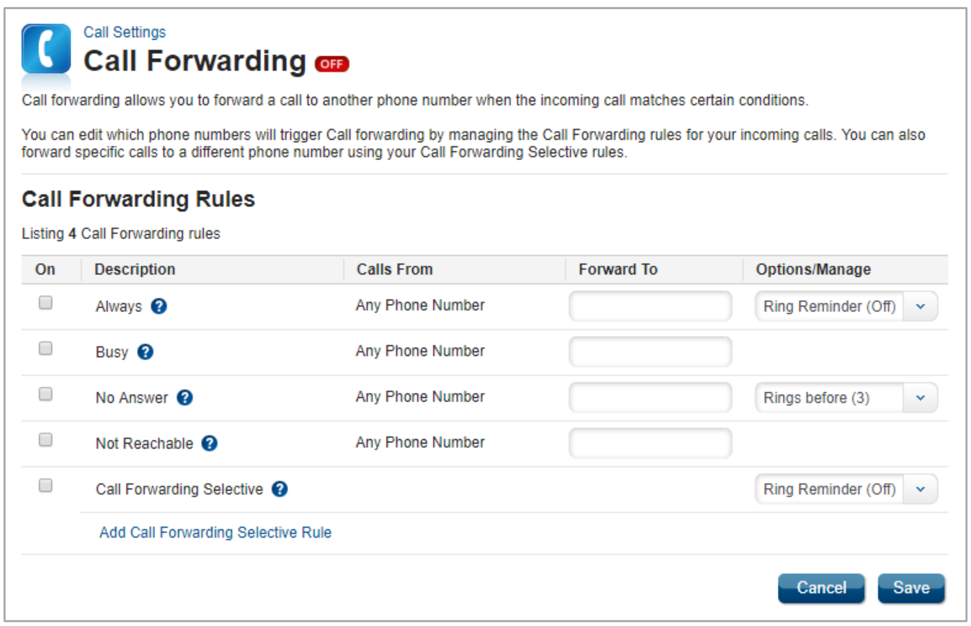
Call Forwarding

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.

<u>**Figure 64: Call Forwarding**</u>



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.

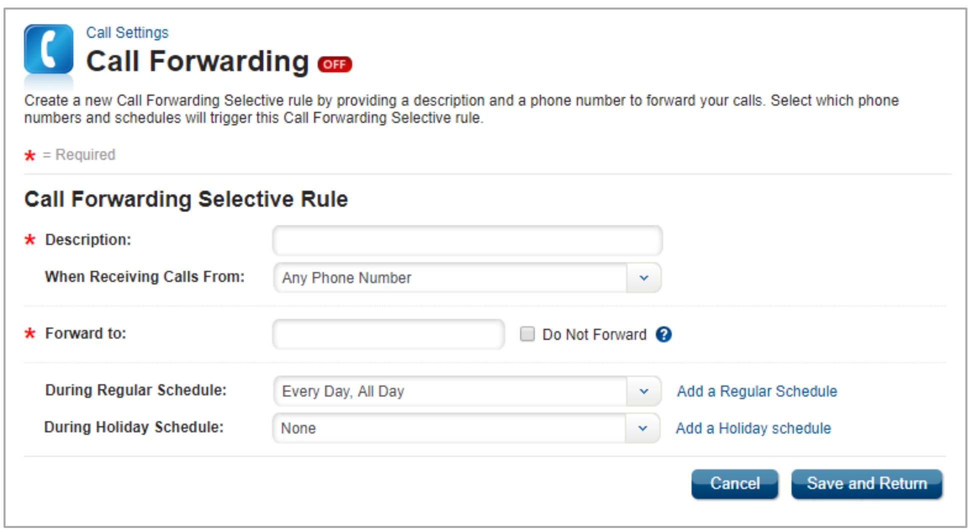
1. Check the **On** box at the left of the **Call Forwarding Selective** option to enable this feature.
2. (Optional) From the **Options/Manage** heading, use the drop-down menu to select whether you want your phone to alert you that you have the Call Forwarding Selective feature activated.
3. If you 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:

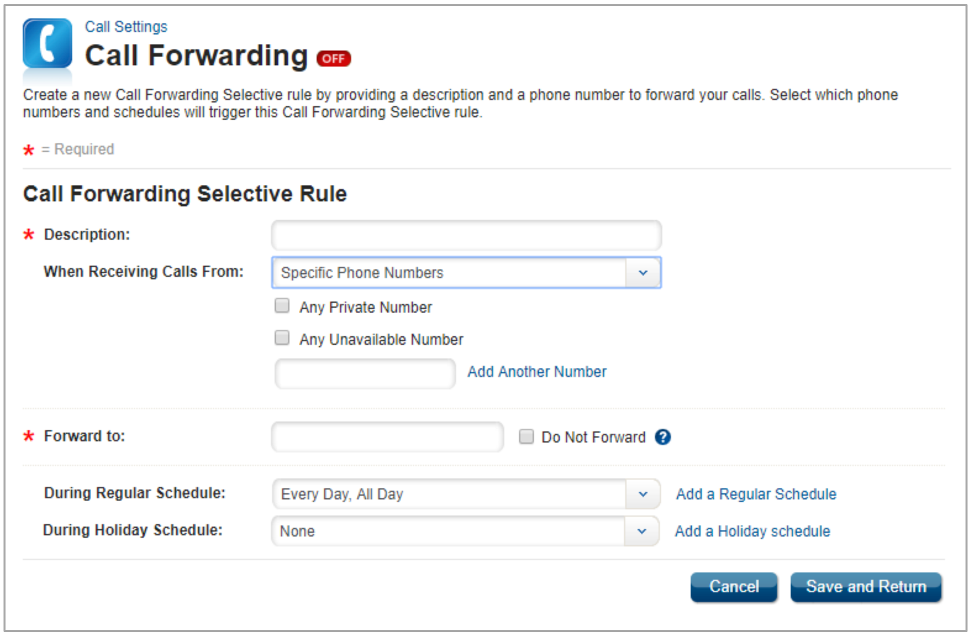
1. Enter a name for the selective call type in the **Description** field.
2. From the **When Receiving Calls From:** drop-down menu, select the type of phone number (**Any Phone Number** or **Specific Phone Number**) that you want to add as part of the Selective Rule.
3. If you choose the **Any Phone 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



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

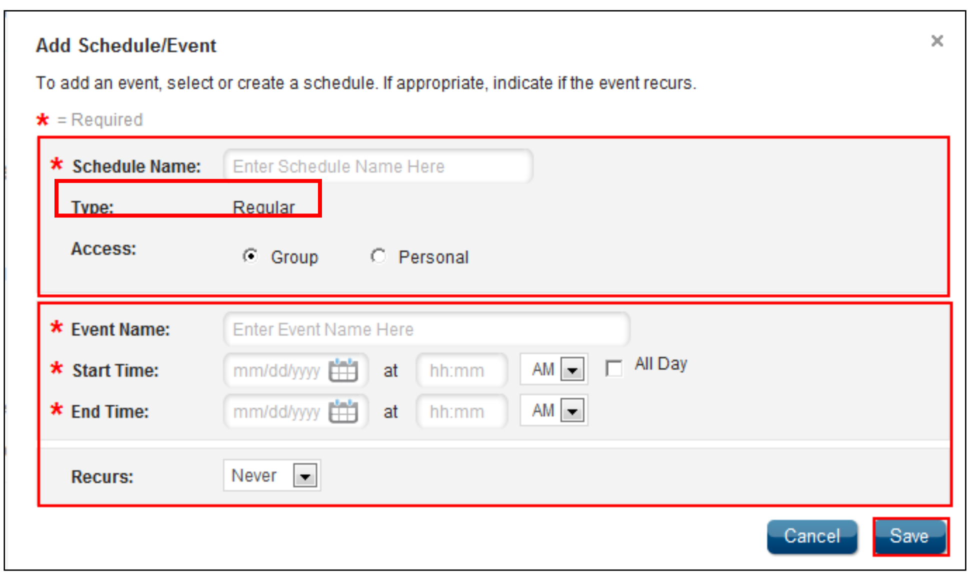
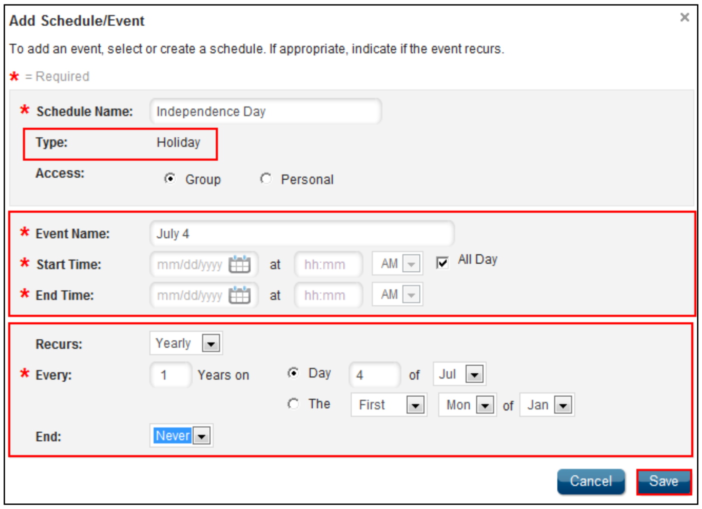


Figure 68: Add Holiday Schedule



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.

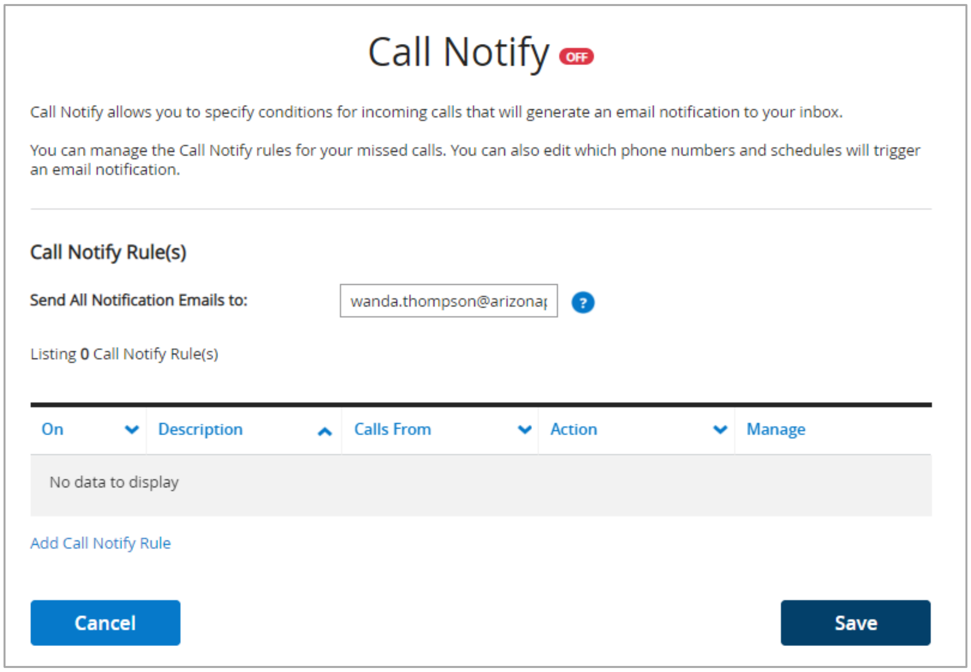
Call Notify

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

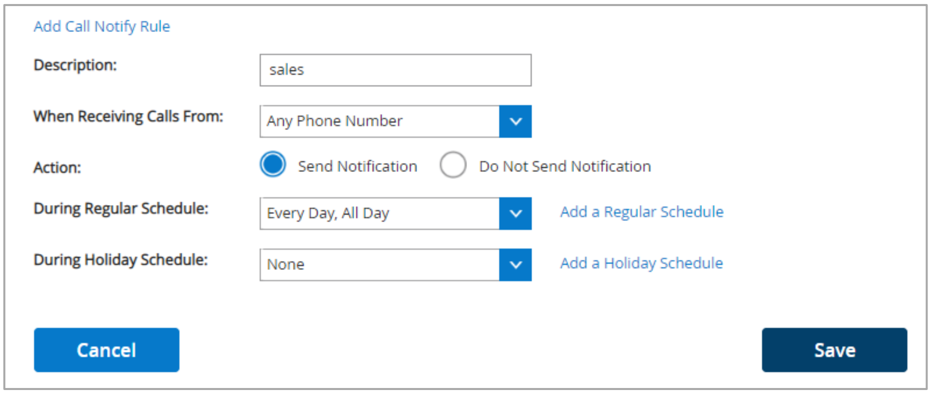


Call Notify Rule

To create a **Call Notify Rule**:

1. Click the **Add Call Notify Rule** link (see *Figure 69*).
   Result: The **Add Call Notify Rule** window appears (see *Figure 70*).
2. Enter the name of the rule in the **Description** field.
3. 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**.
4. 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*).
5. 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.
6. **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.
7. Check the **Do Not Send Notification** box if you do not want to trigger an email notification.
8. Enter schedule criteria (see *Add a Regular and / or Holiday Schedule* for more information).

Figure 70: Add Call Notify Rule



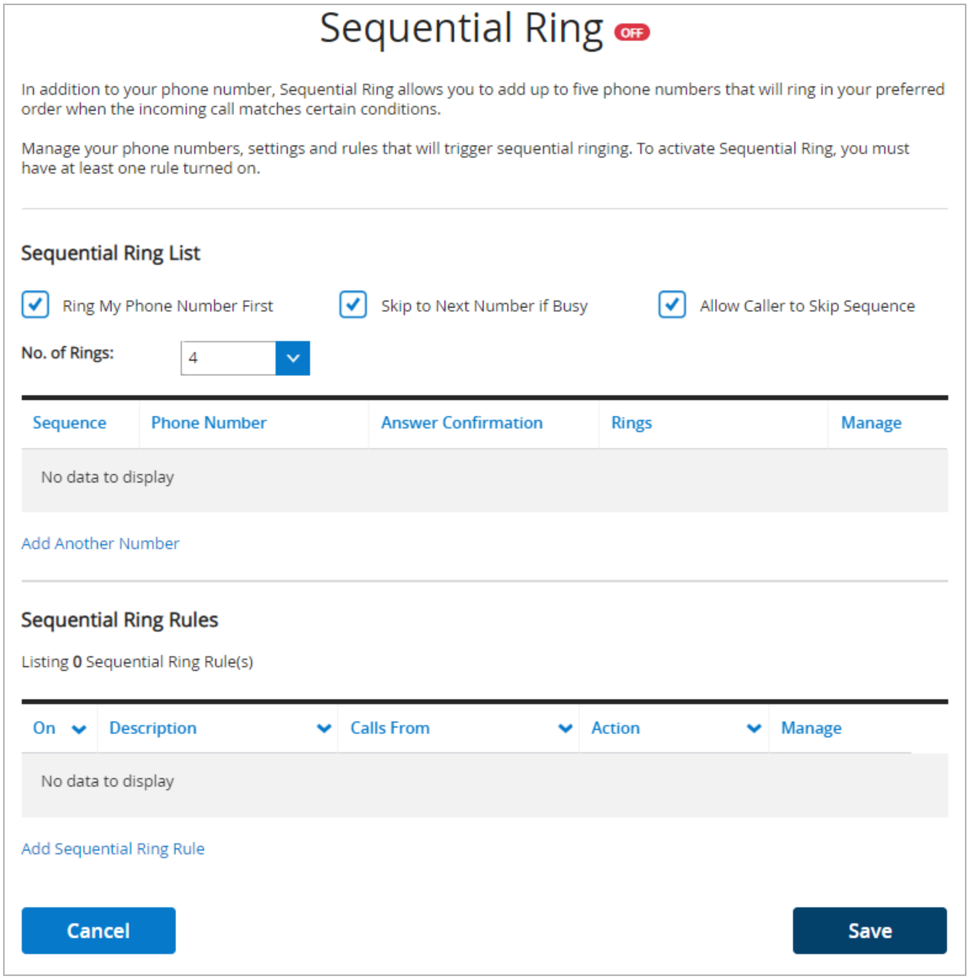
Sequential Ring

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



Add Another Number

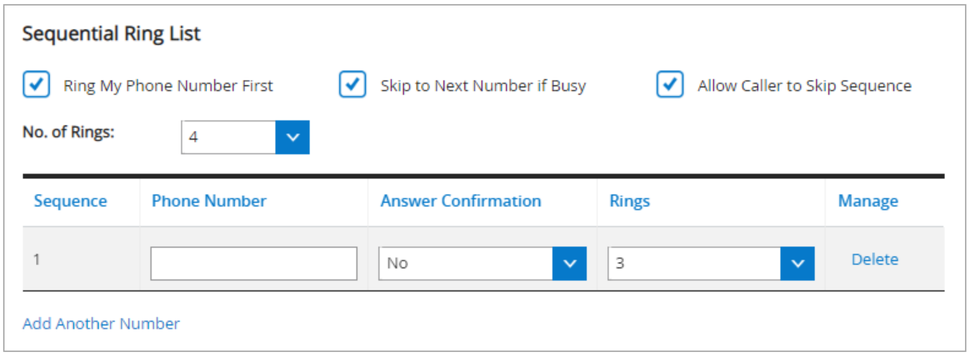
You may choose to route all or only selective incoming calls to your **Sequential Ring** List. To route only selective calls, you must add rules that will determine when calls are routed.

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

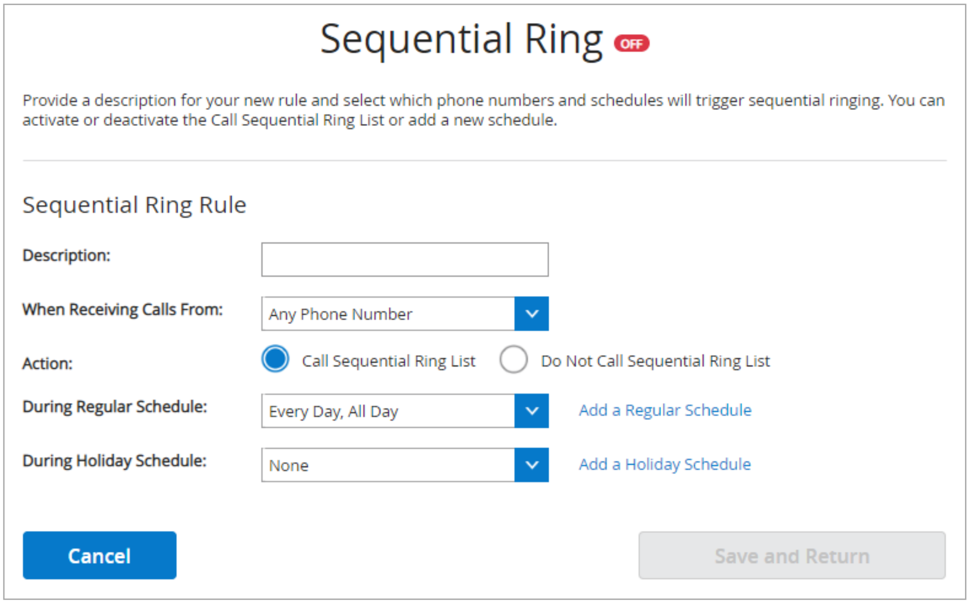


Sequential Ring Rule

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



Simultaneous Ring Personal

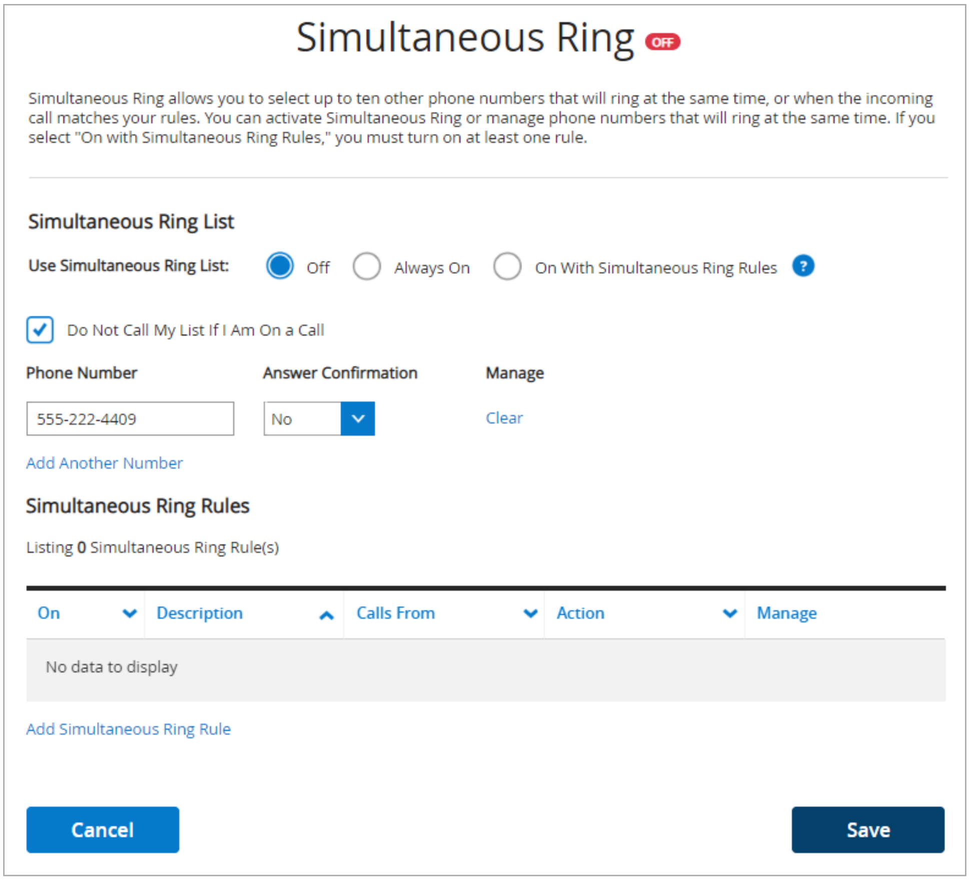
Simultaneous Ring enables selecting up to ten other phone numbers that will ring at the same time for incoming calls.

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.

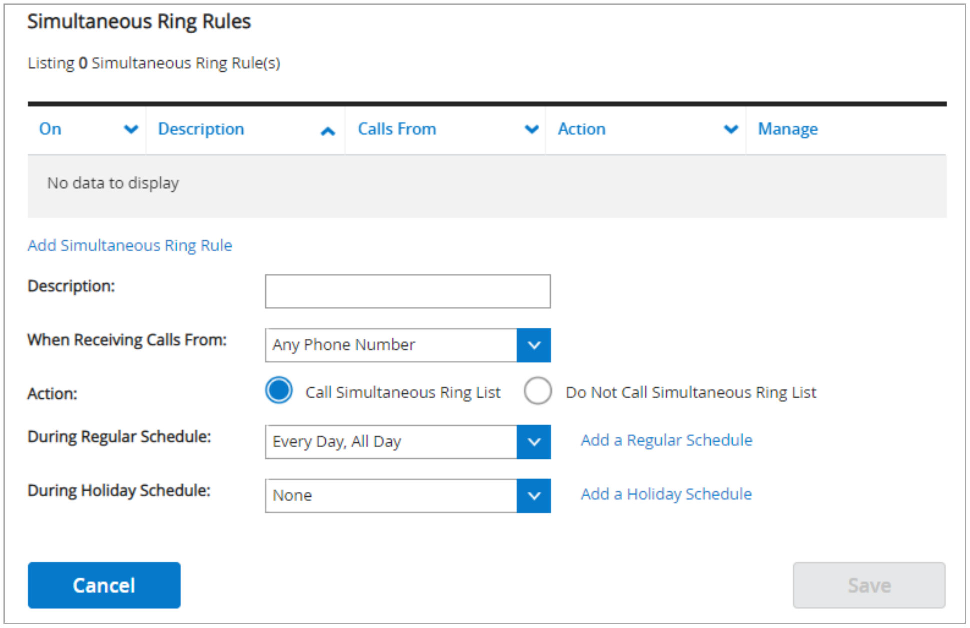
Figure 74: Simultaneous Ring List Options



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



9. 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).
10. Create separate **Simultaneous Ring Rules** if both a **Regular** and a **Holiday** Schedule are desired.
11. 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.

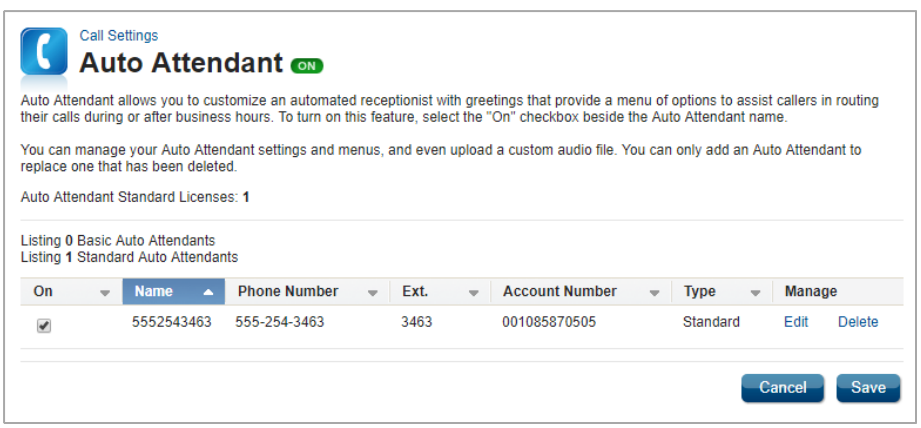
To access the **Auto Attendant** screen, do the following:

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



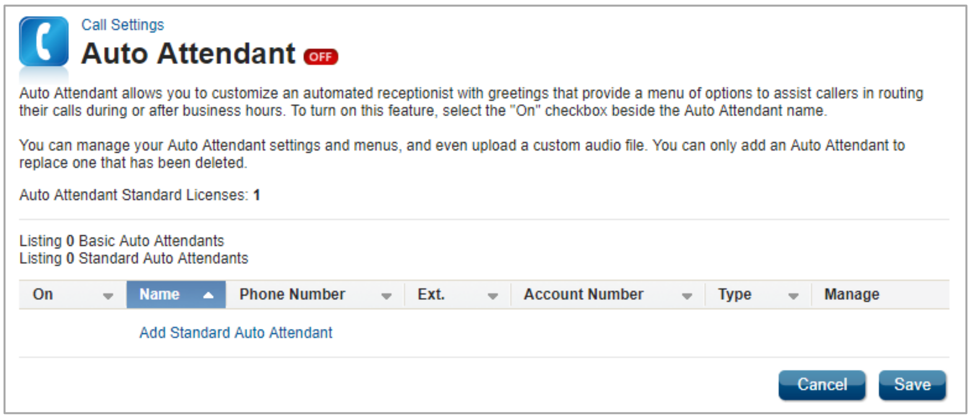
Edit or Delete Auto Attendant

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.

<u>**Figure 77: Add Standard Auto Attendant**</u>

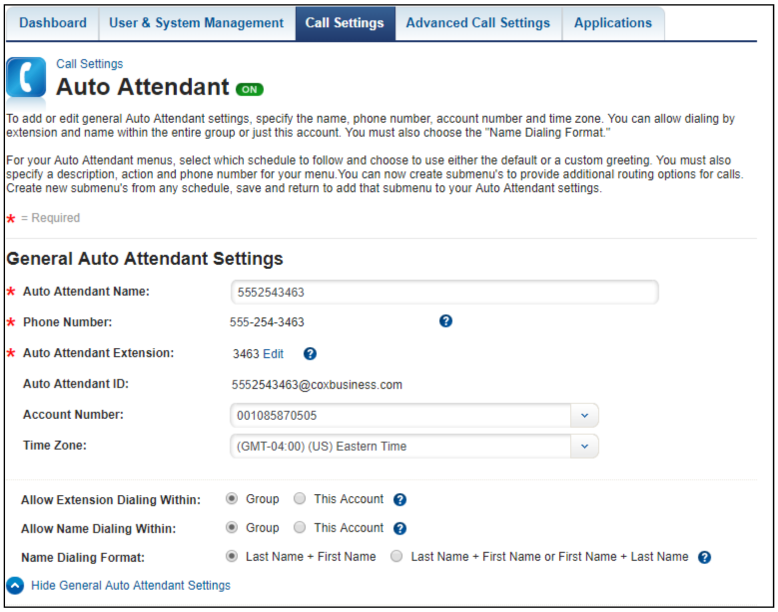


General Auto Attendant Settings

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

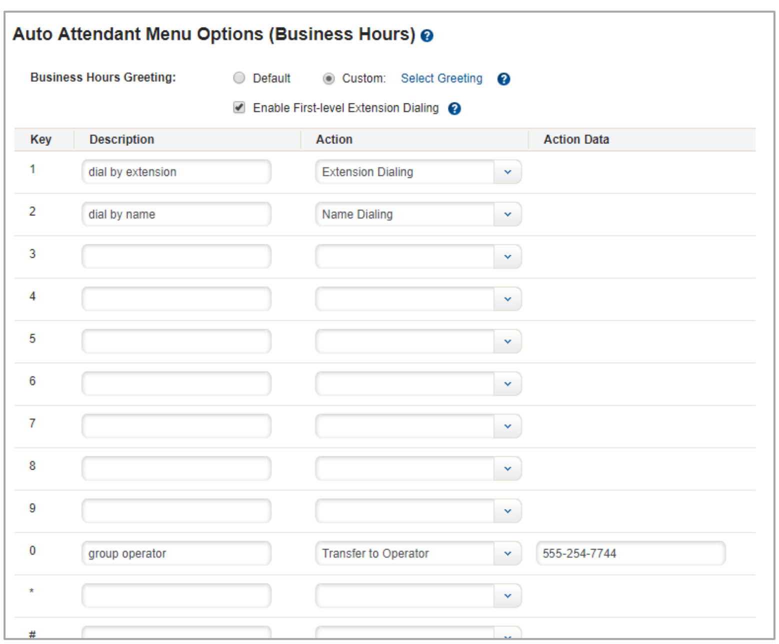


Auto Attendant Menu Options (Business Hours)

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.

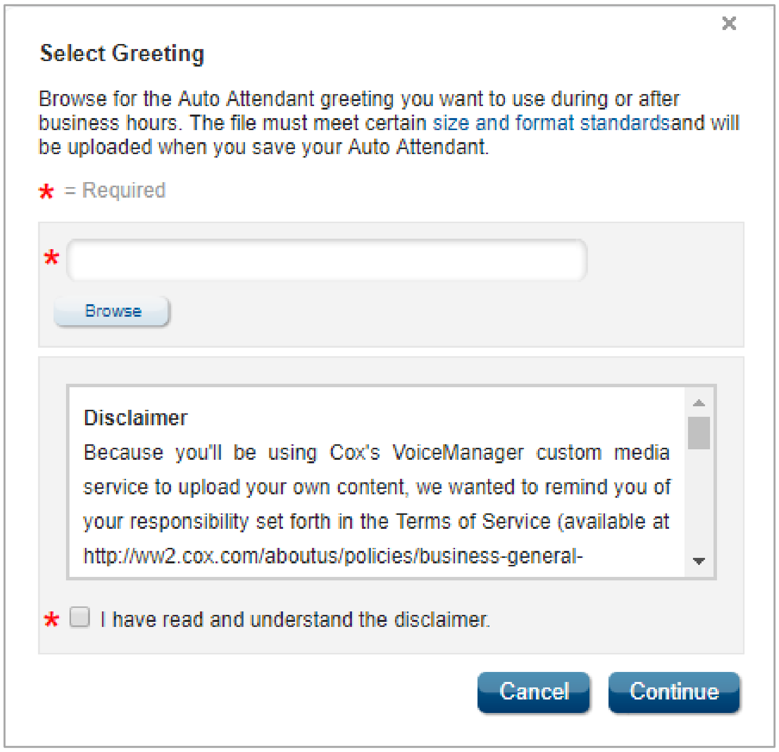
Figure 79: Auto Attendant Options – Business Hours



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.

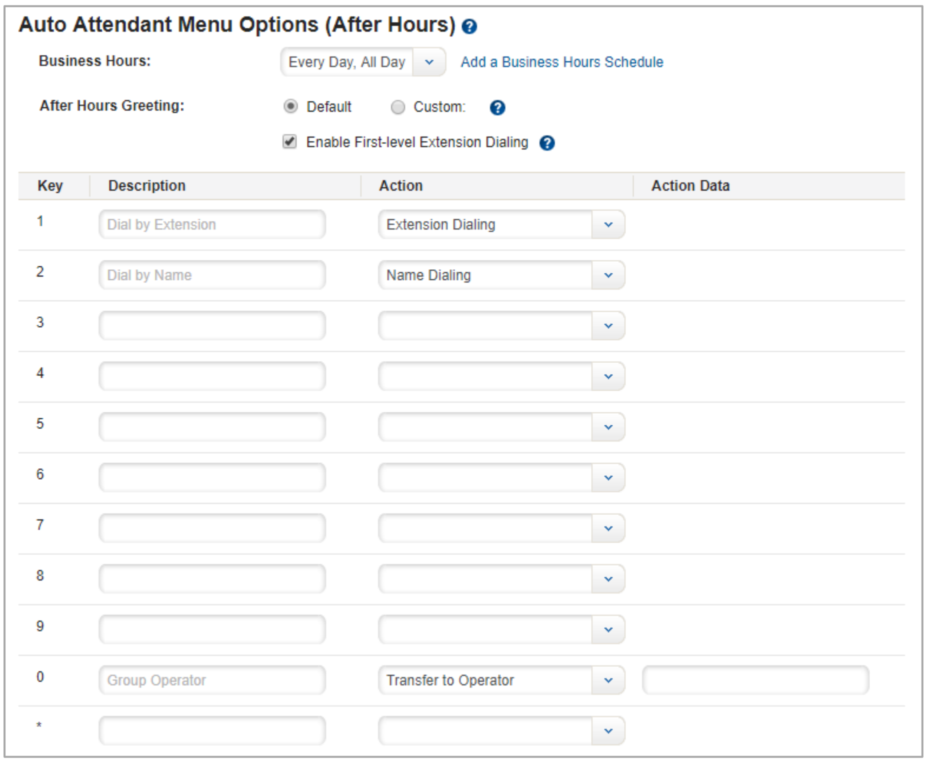
1. Enter an explanation of the menu tree option in the **Description** field for each number that will be assigned an action.
2. Click the **Action** dropdown menu for each Description entered and click the action desired.
3. If **Action Data** is required, for example, if transferring the call to a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



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

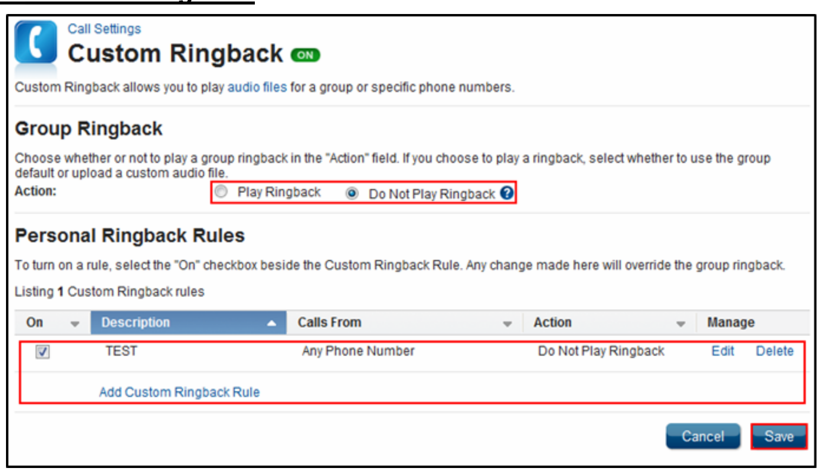
Call your **Auto Attendant** number to verify proper functionality:

- 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



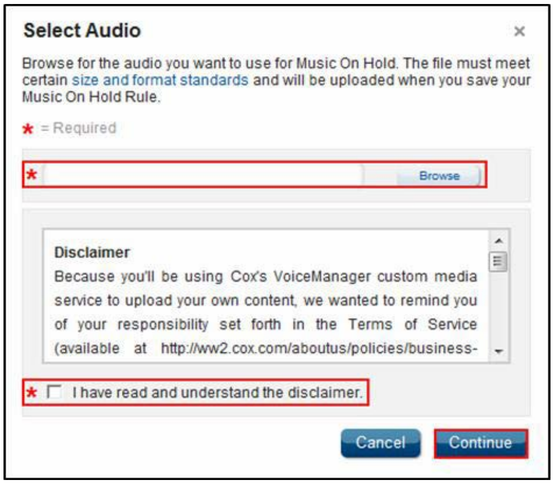
1. Log in to the MyAccount Portal.

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

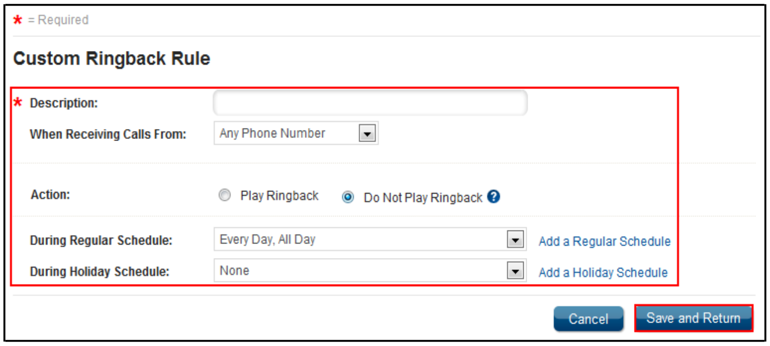


3. Click **Browse** to find the file.
4. Click your file name to select it.
5. Click the checkbox to accept the disclaimer.
6. Click the **Continue** button.

Personal Ringback

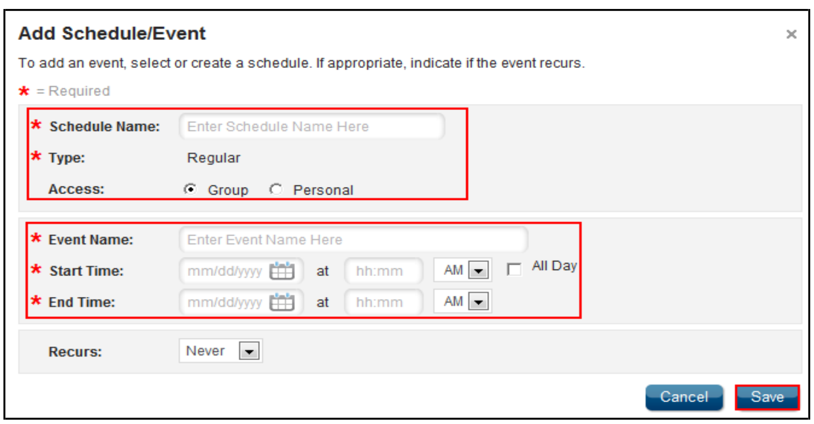
1. Navigate to **Custom Ringback**. See the section covering *Custom Ringback* for more information.
2. To engage an existing rule, click the **On** checkbox next to the **Personal Ringback Rule** (see *Figure 82*). Selecting a **Personal Ringback** option will override a **Group Ringback** selection.
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.

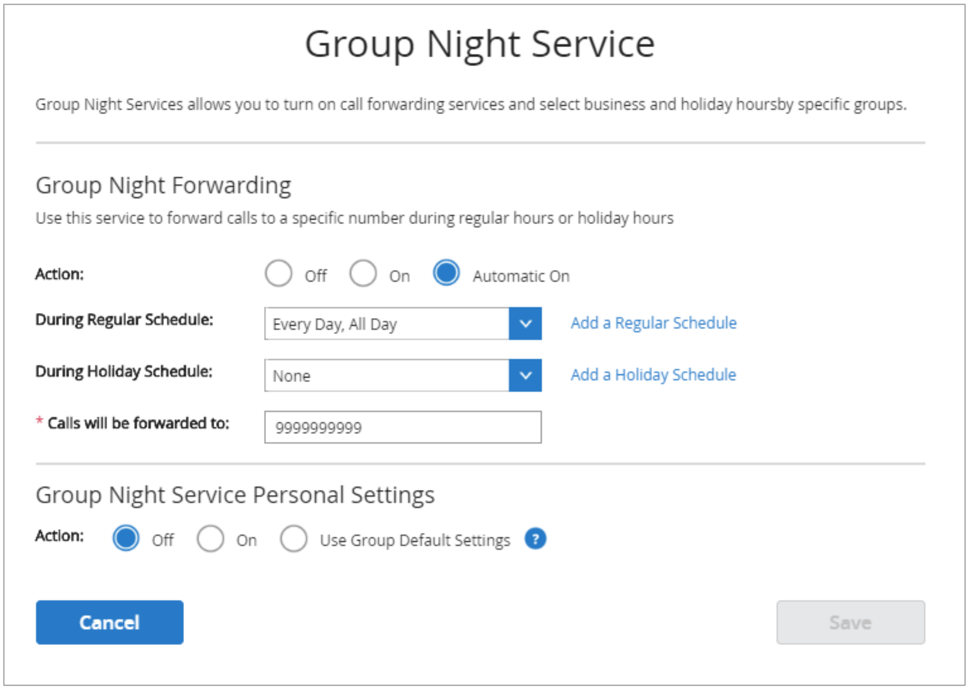
The redirection can be activated and deactivated manually at the group level or by a group administrator at the user level. It can also be activated and deactivated automatically by a programmed business hour or holiday schedule.

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 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.

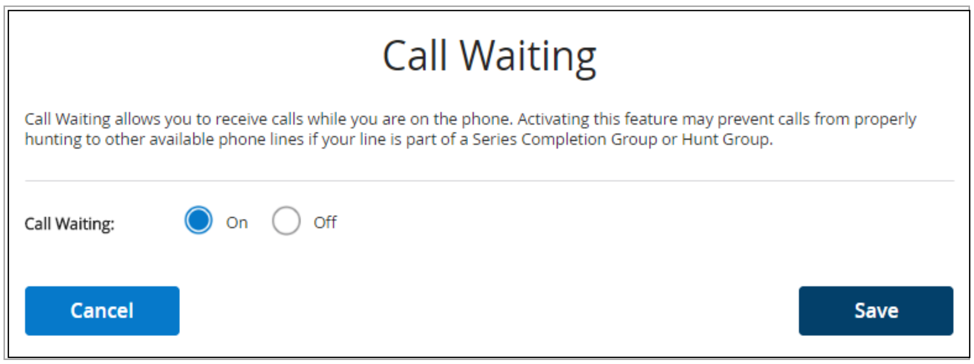
Call Waiting

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



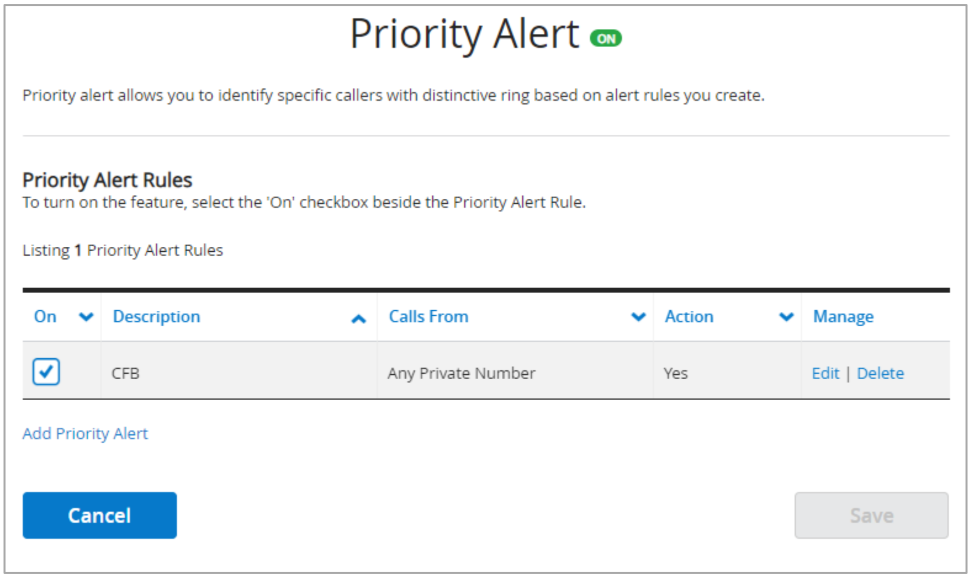
Priority Alert

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:

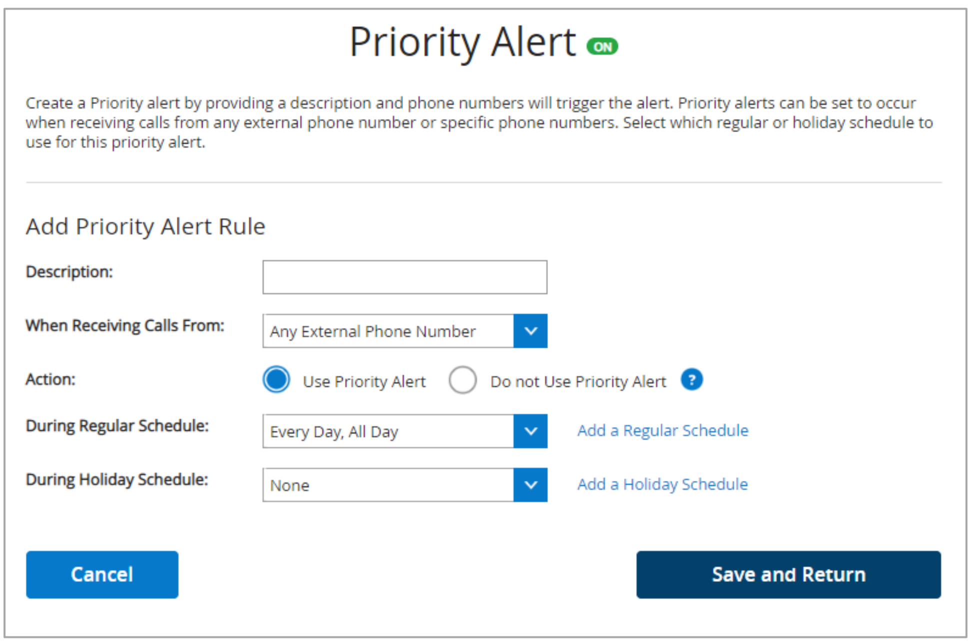
1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Priority Alert** link under the **Call Settings** category. If the link is not present, click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

Figure 88: Priority Alert Screen



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

Figure 89: Add Priority Alert



5. Enter an explanation for the rule in the **Description** field.
6. 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.

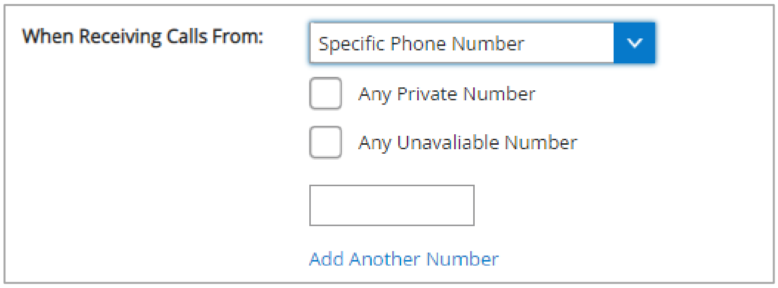
   a. Click the **Any Private Number** checkbox to include private numbers.

   b. 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



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.

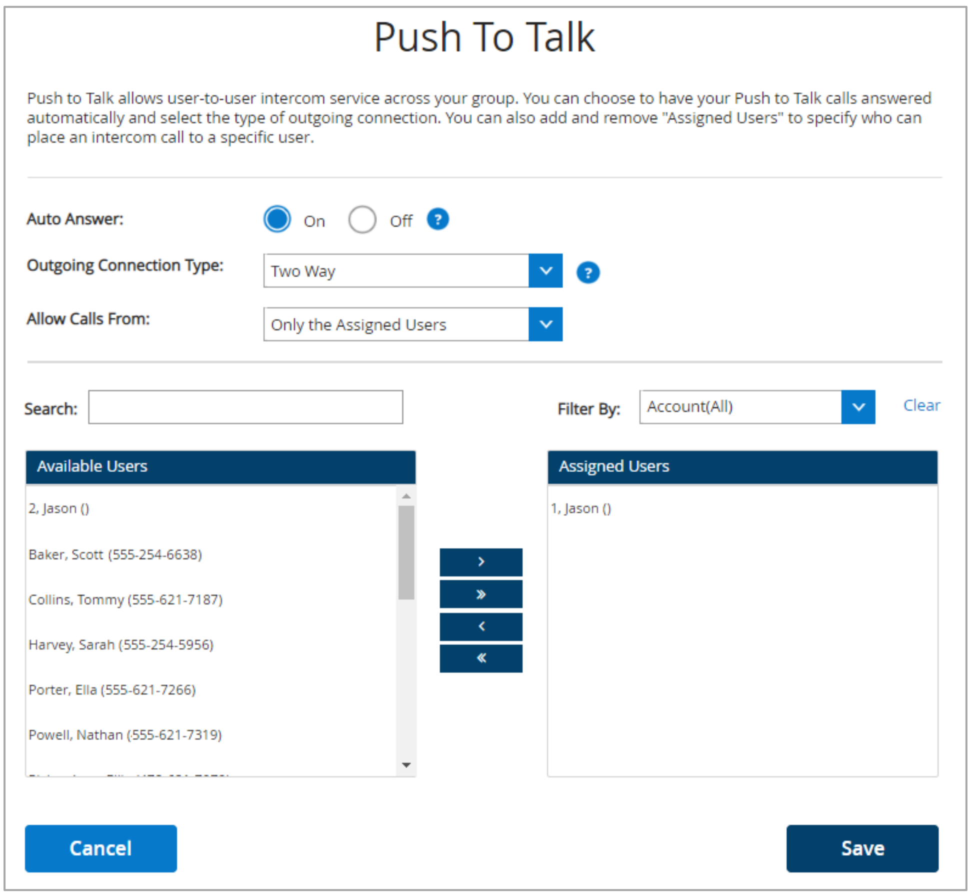
1. Log in to the MyAccount Portal.
2. Click the Voice Tools icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Push to Talk** link under the **Call Settings** category. If the link is not present, click **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



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**.

4. Click the **Save** button to store settings.
   Result: A message indicates the **Push to Talk** settings updated successfully.

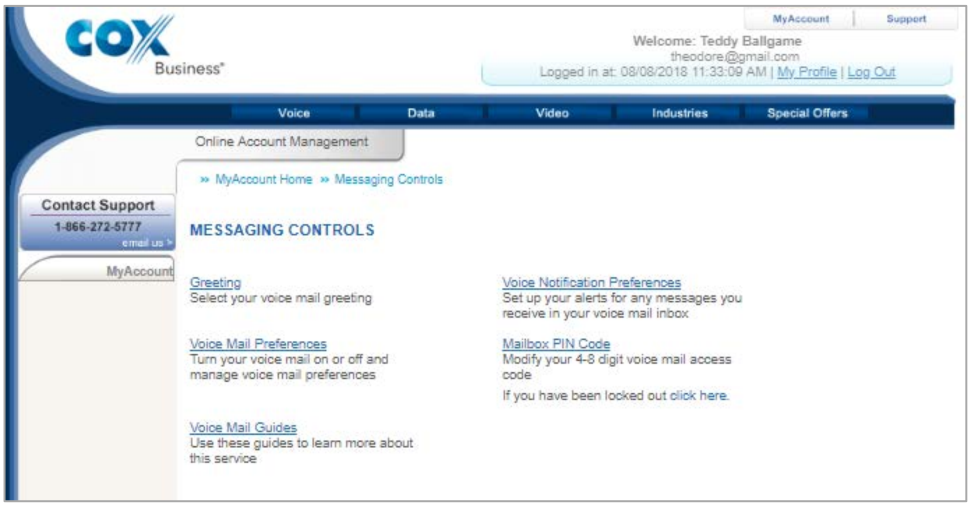
Voice Mail Settings

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

1. Log in to the MyAccount Portal.
2. 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

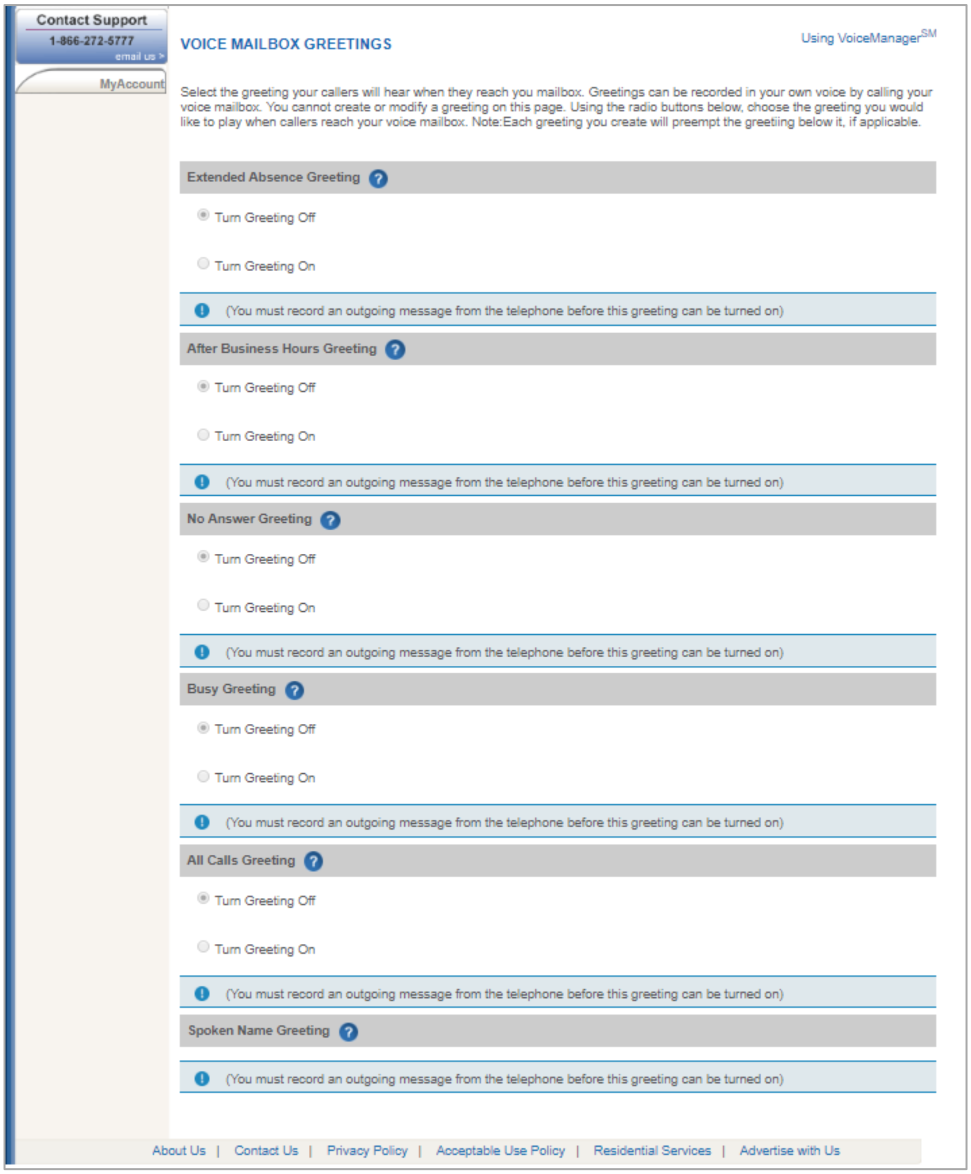


The sections below describe how to set up your voice mail preferences. For more information, click the **Voice Mail Guides** link on the Messaging Controls screen.

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.

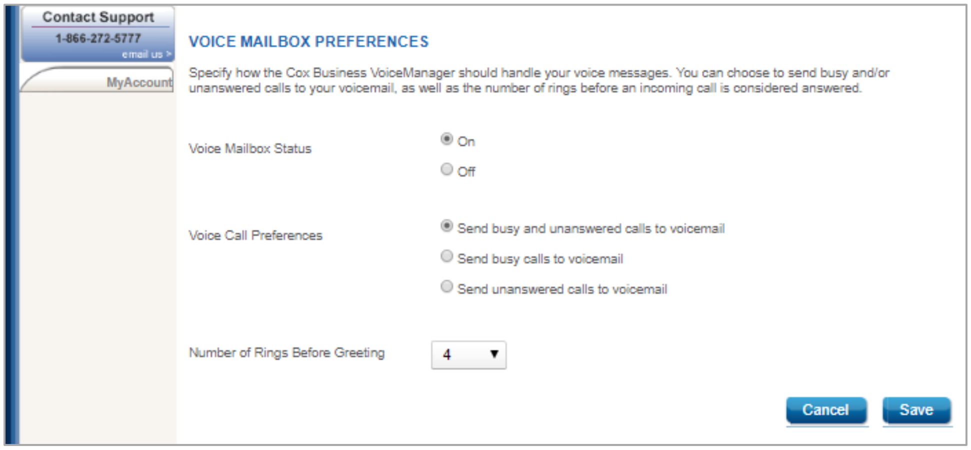
Figure 93: Voice Mailbox Greetings Screen



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.

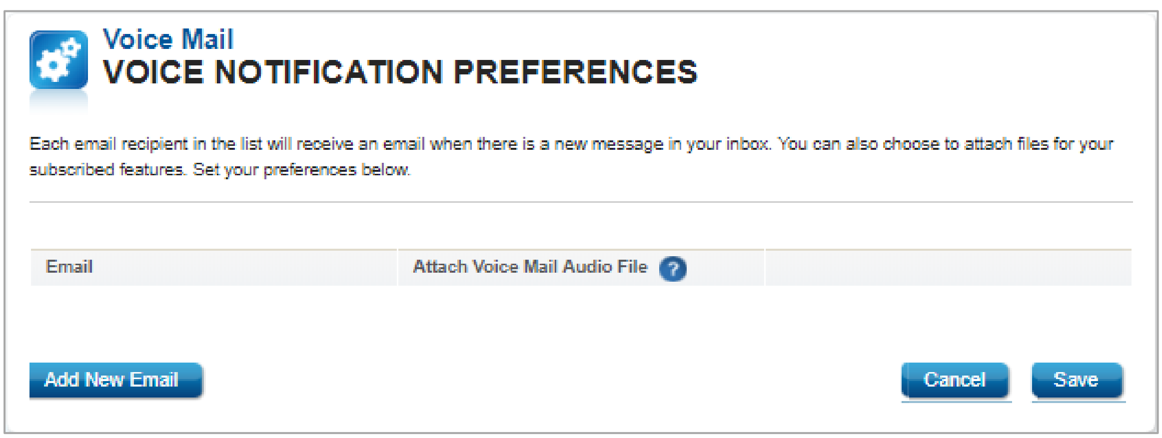
Figure 94: Voice Mailbox Preferences



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

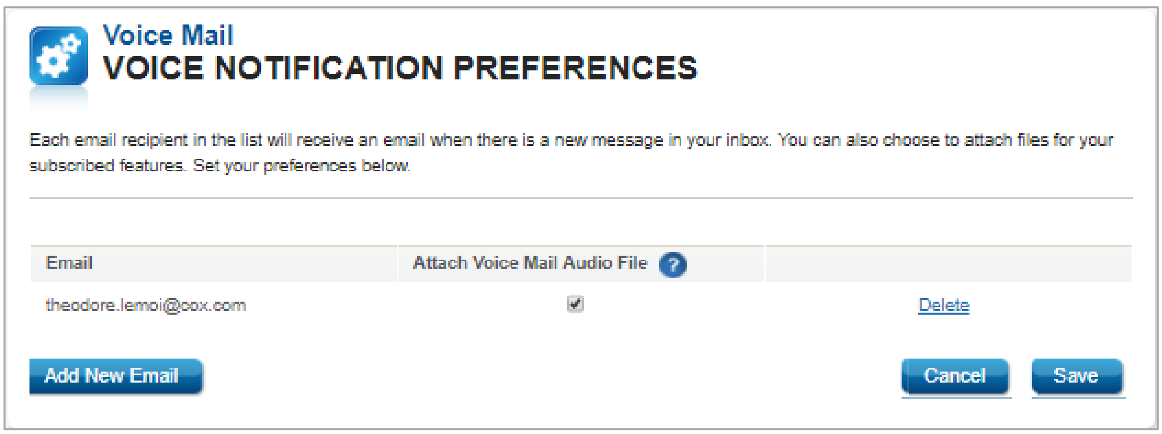


3. Enter the email address you want to link voice notifications to and then click the **Continue** button.

Figure 96: Add New Email

4. 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

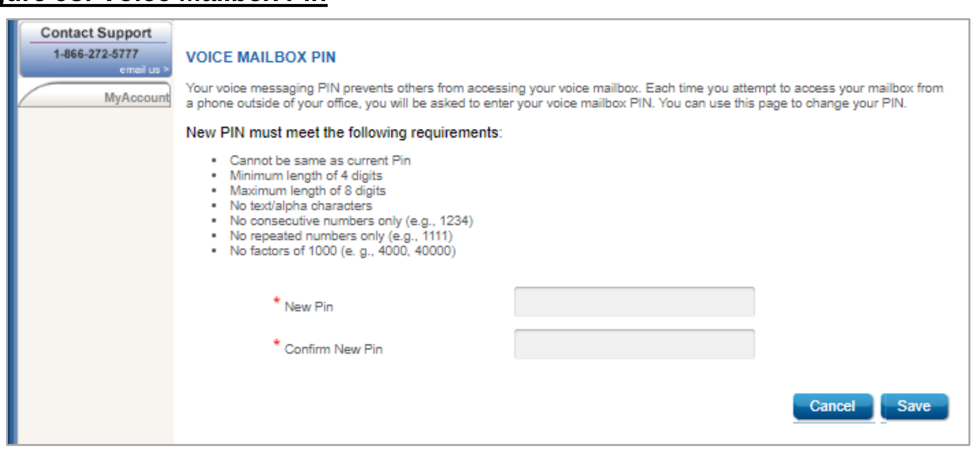


5. Click the **Save** button to save your changes.

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



Dial / Redial

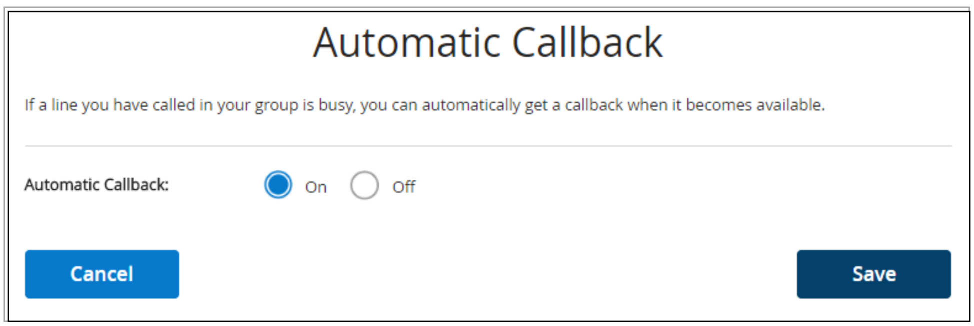
Automatic Callback

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 CallbackAutomatic 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

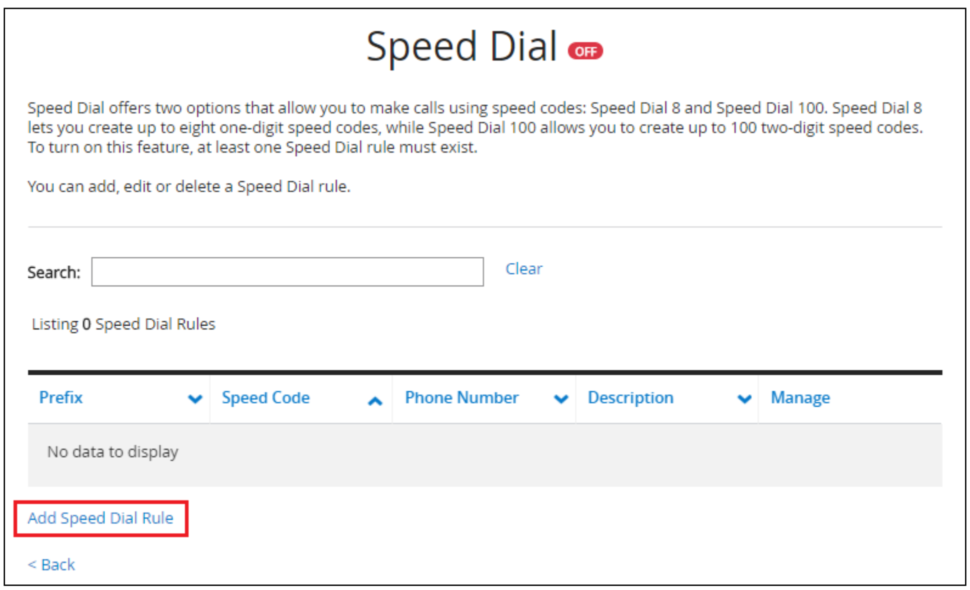
Speed Dial offers two options that allow making calls using speed codes. Speed Dial 8 provides single-digit dialing for up to eight (8) frequently called phone numbers. Speed Dial 100 provides two-digit dialing for up to 100 frequently called phone numbers.

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:

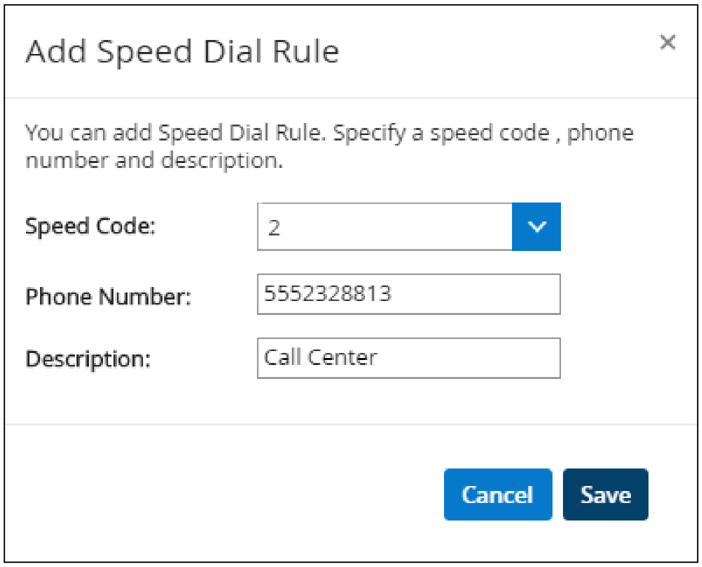
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Speed Dial** link under the **Call Settings** category. If the link is not present, click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



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.

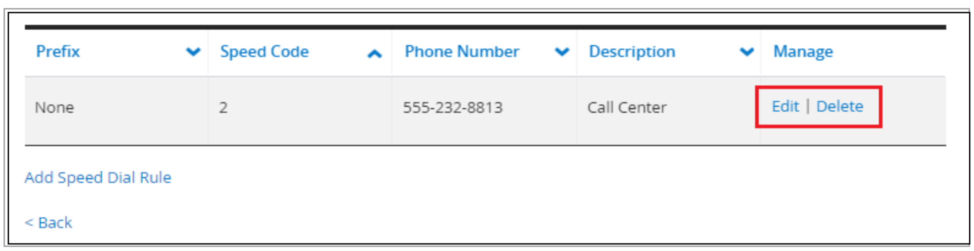
Figure 101: Add Speed Dial Rule



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

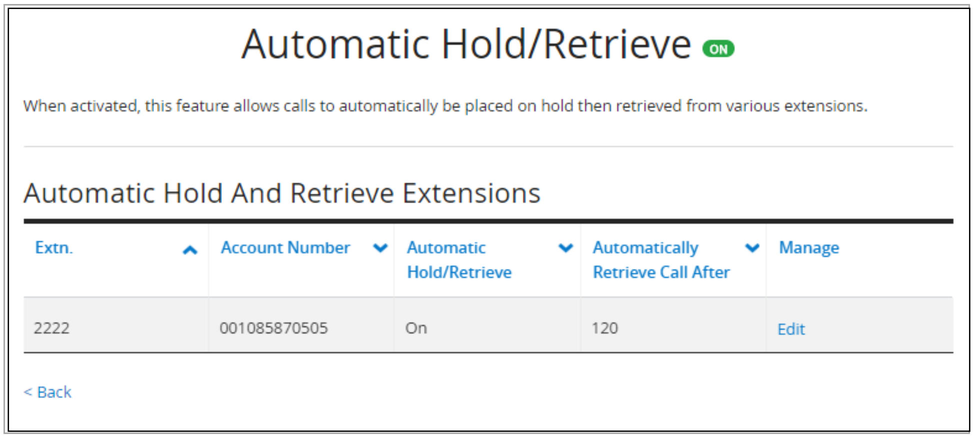


Holds and Transfers

Automatic Hold/Retrieve

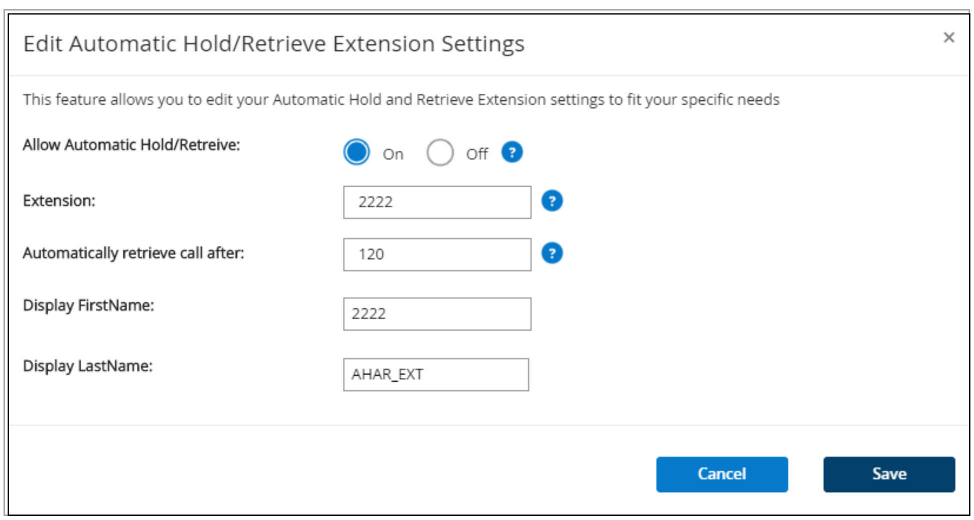
When activated, this feature allows calls to automatically be placed on hold and then retrieved from various extensions.

Figure 103: Automatic Hold/Retrieve



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



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

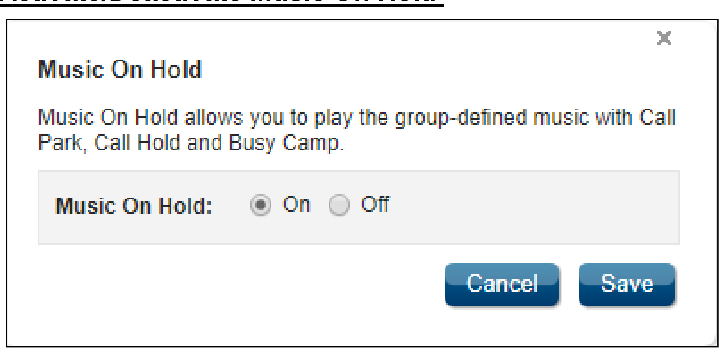
Music On Hold plays music for callers on hold and is available with the VoiceManager Anywhere package and Unified Communications service. This feature can be used with Call Park, Call Waiting, Call Hold, and Busy Lamp.

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

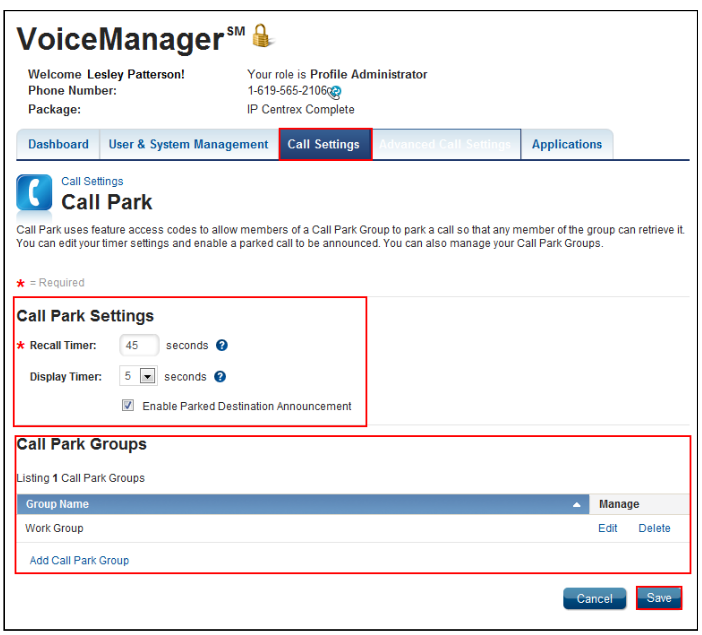
Call Park allows you to hold a call for an extended period of time and retrieve it from any extension within your group. **Directed Call Park** enables a user to hold a call by a specific extension number and pick up from any in-group extension. Both features are available with the VoiceManager Anywhere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

<u>**Figure 106: Call Park**</u>

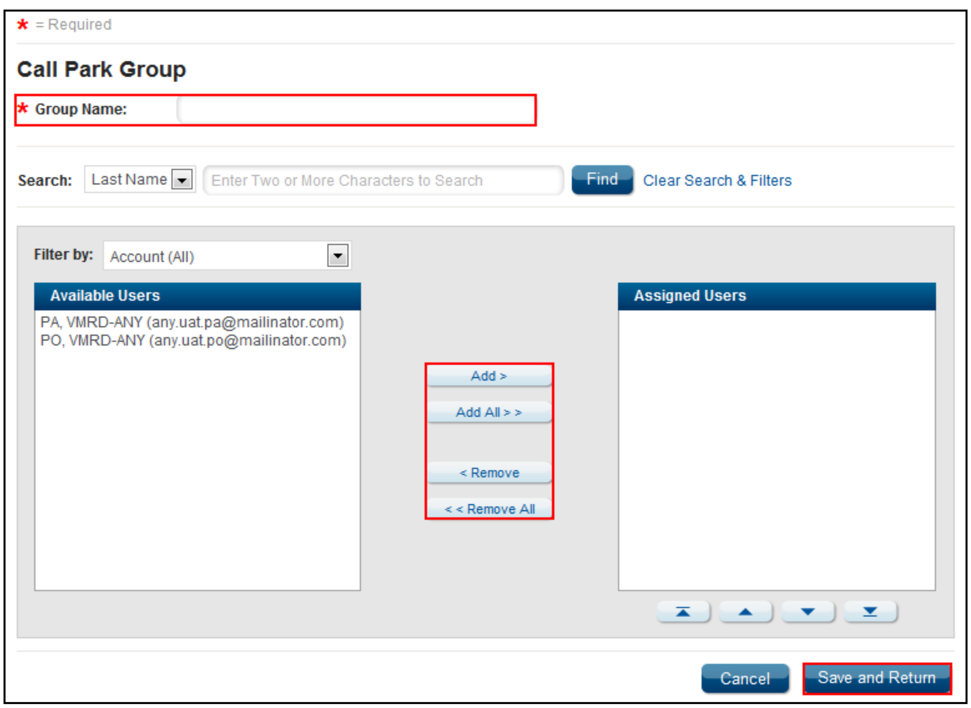


Add/Edit a Call Park Group

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



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.

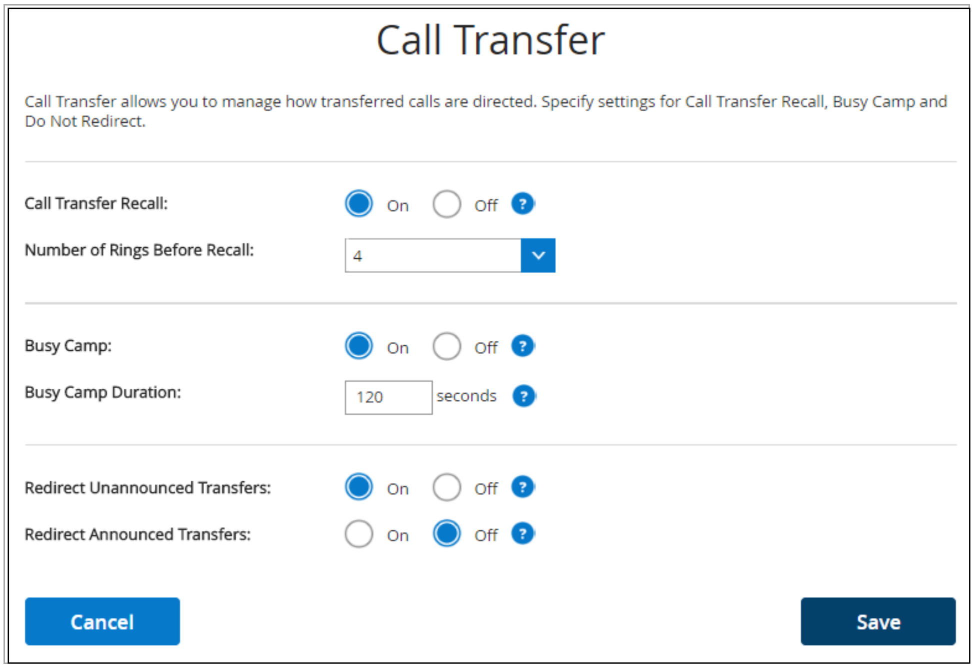
Use this type of transfer to reconnect to the transferring party after a pre-defined number of rings.

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

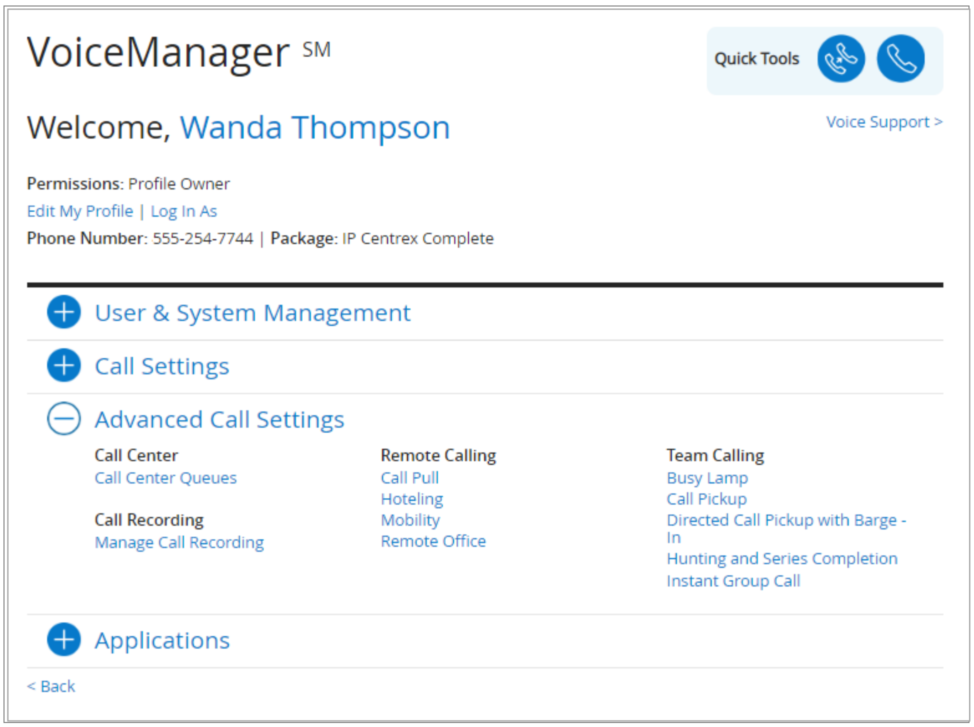


Advanced Call Settings

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

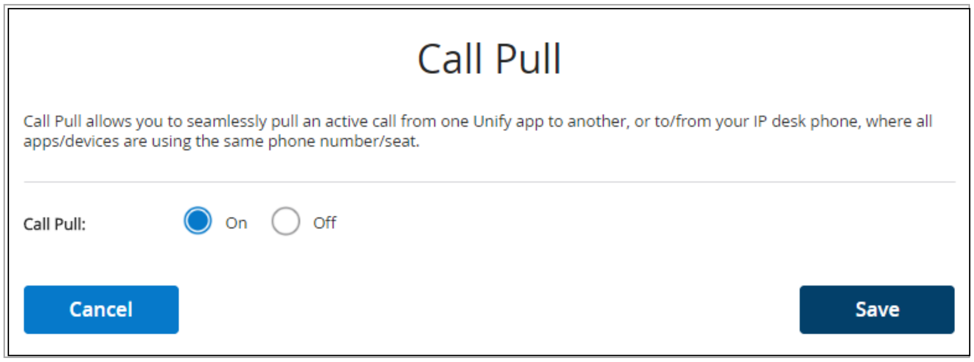
Call Pull allows you to pull an active call from one UC app to another, or to/from your desk phone, where all apps/devices are using the same phone number/seat.

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.

6. 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.

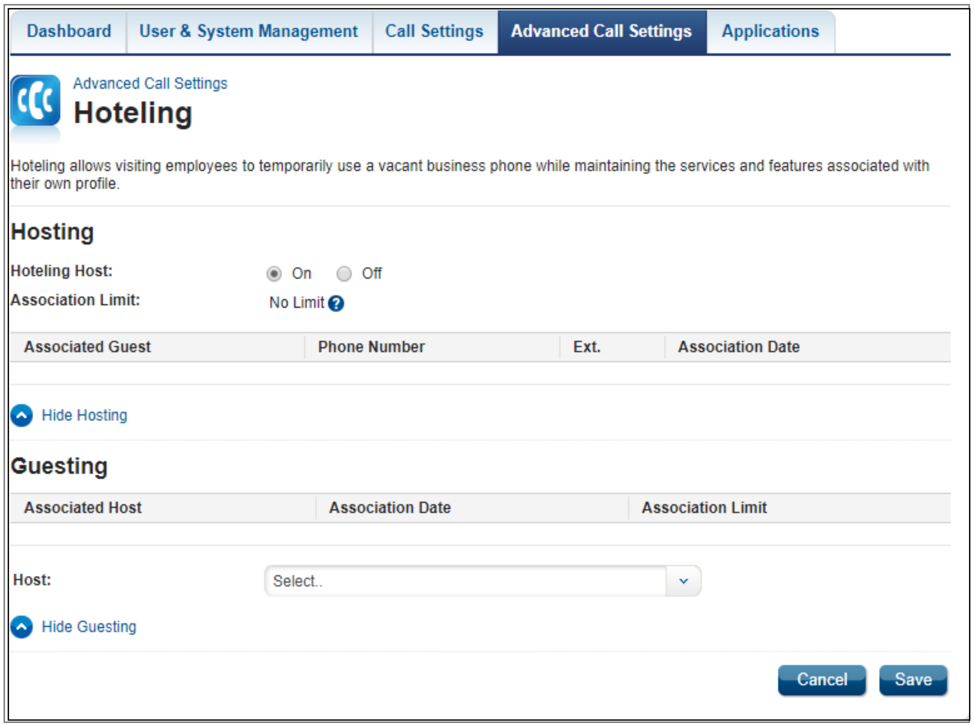
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 28*), click the **Hoteling** link under the **Advanced Call Settings** category. If the link is not present,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

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

Figure 111: Hoteling



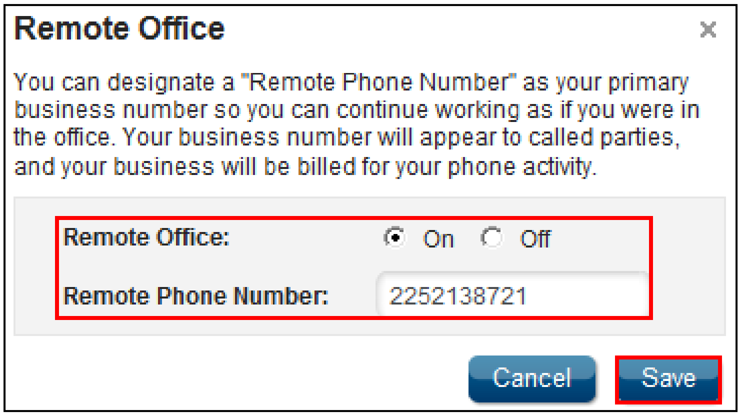
Remote Office

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



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**.

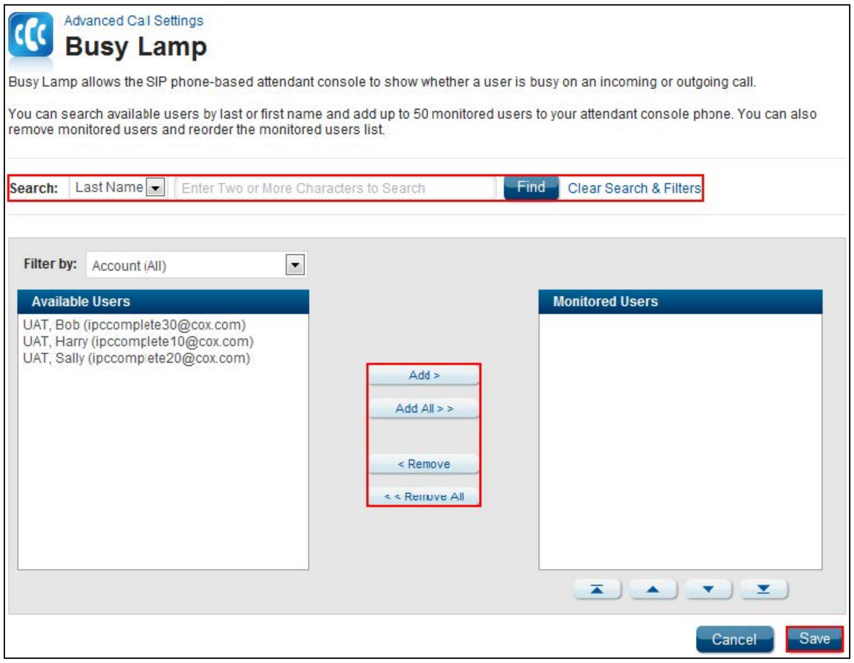
Note: Monitored Users are those individuals whose phone activity can be checked by others through the Shared Call Appearance feature that is available on IP Phones and the Receptionist Console application.

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

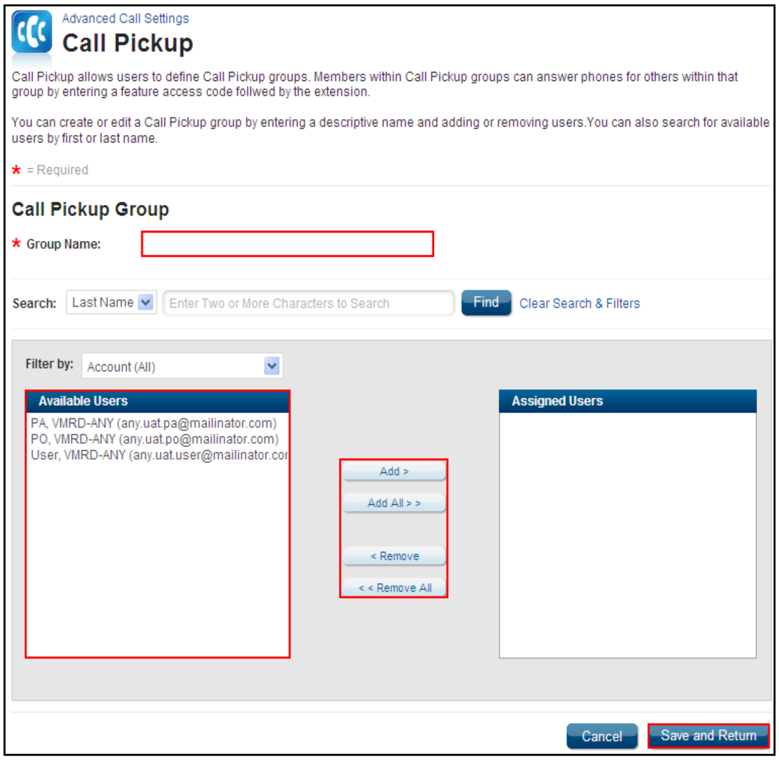
Call Pickup enables you to answer any line that rings within your Call Pickup group.

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

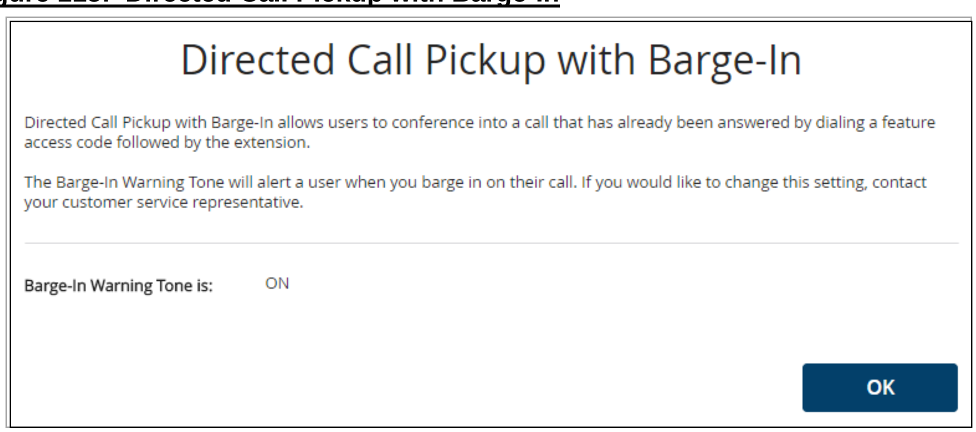


Directed Call Pickup with Barge-In

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



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

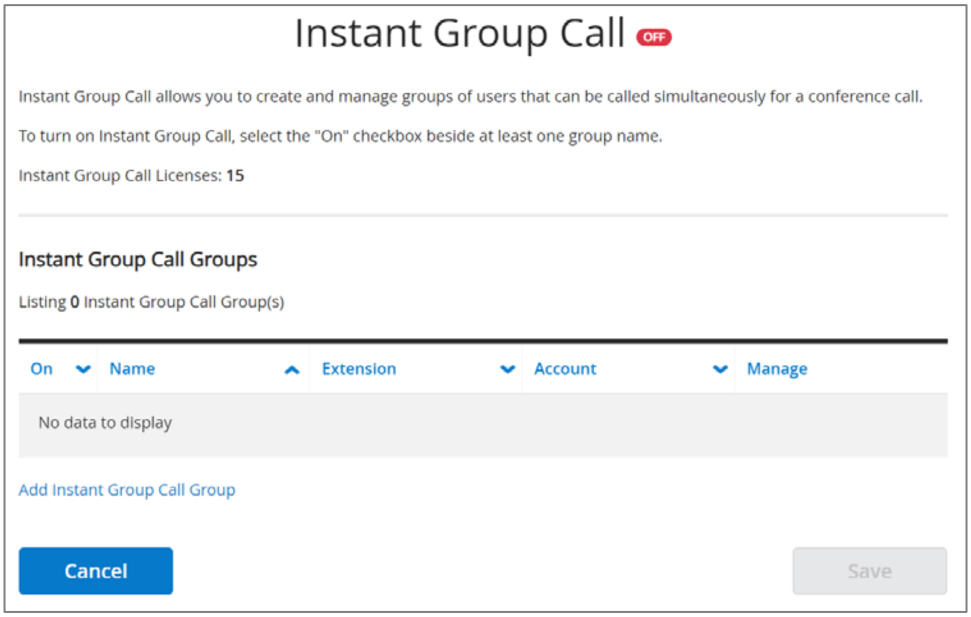
Instant Group Call allows you to create and manage groups of users that can be called simultaneously for a conference call.

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



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

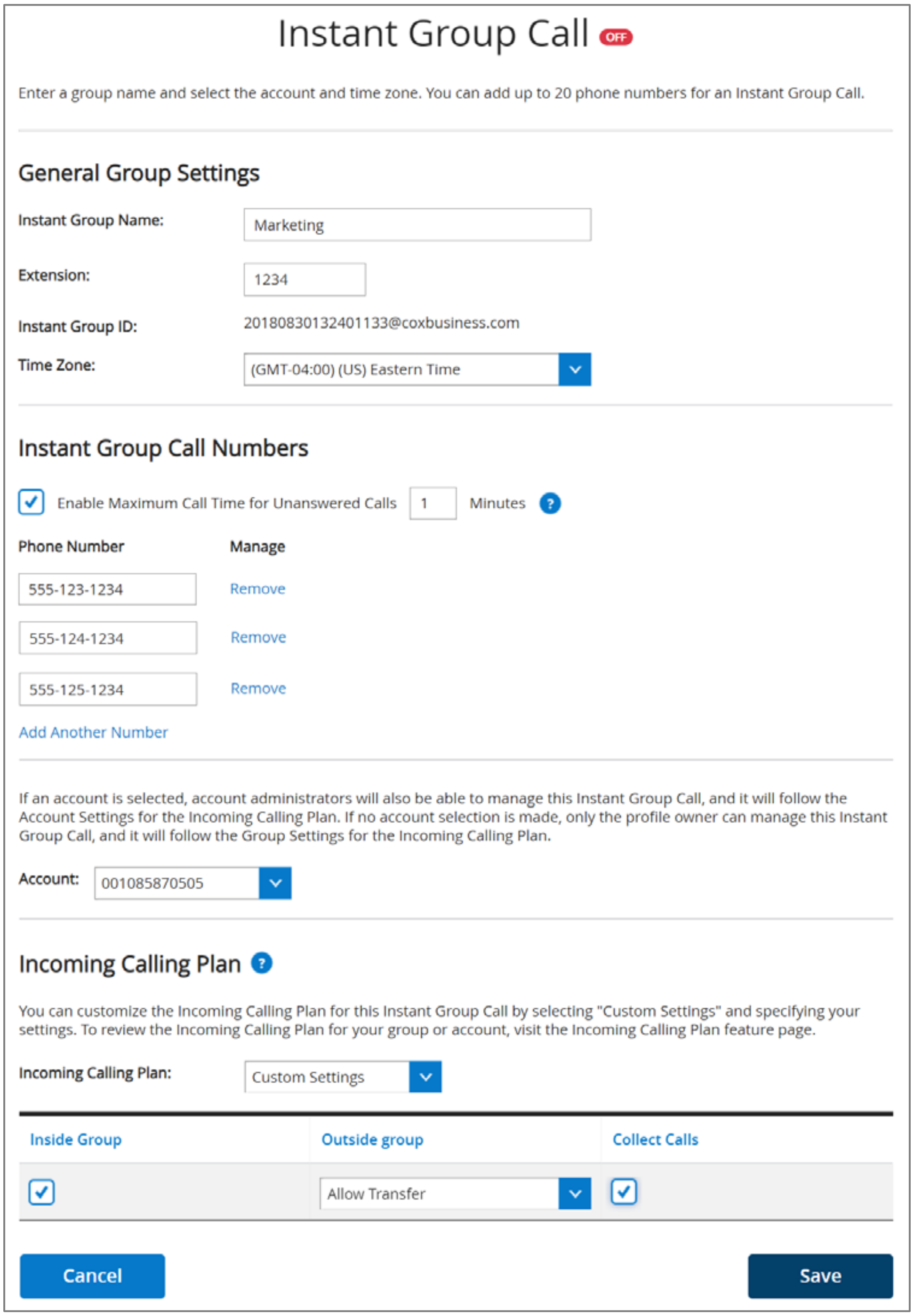
Note: The **Extension** automatically matches the last four digits of the phone number, but you can edit it to any four-digit number. The **Instant Group ID** is populated based on phone number and extension.

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

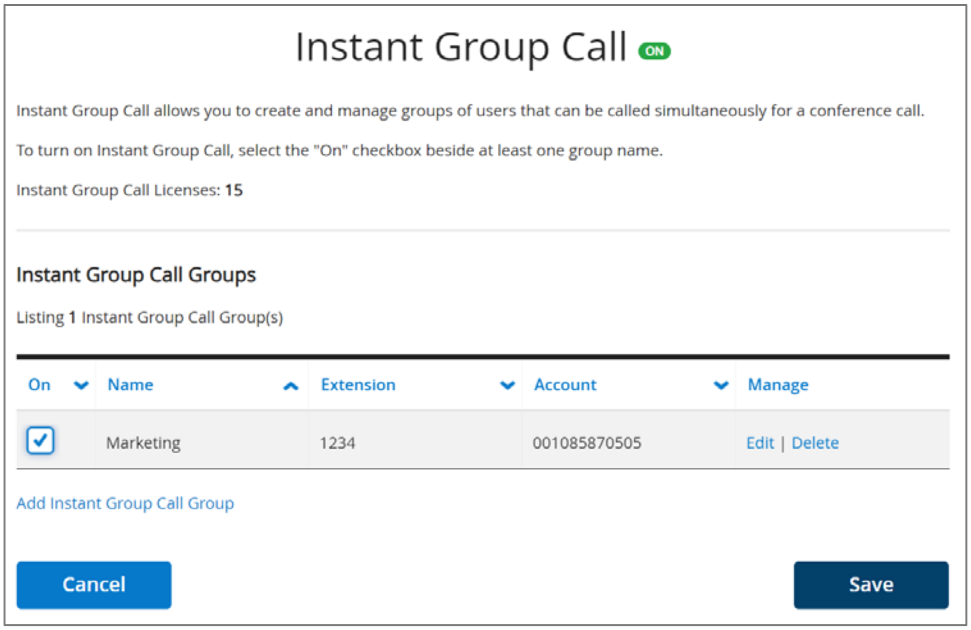


Edit / Delete an Instant Call Group

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



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

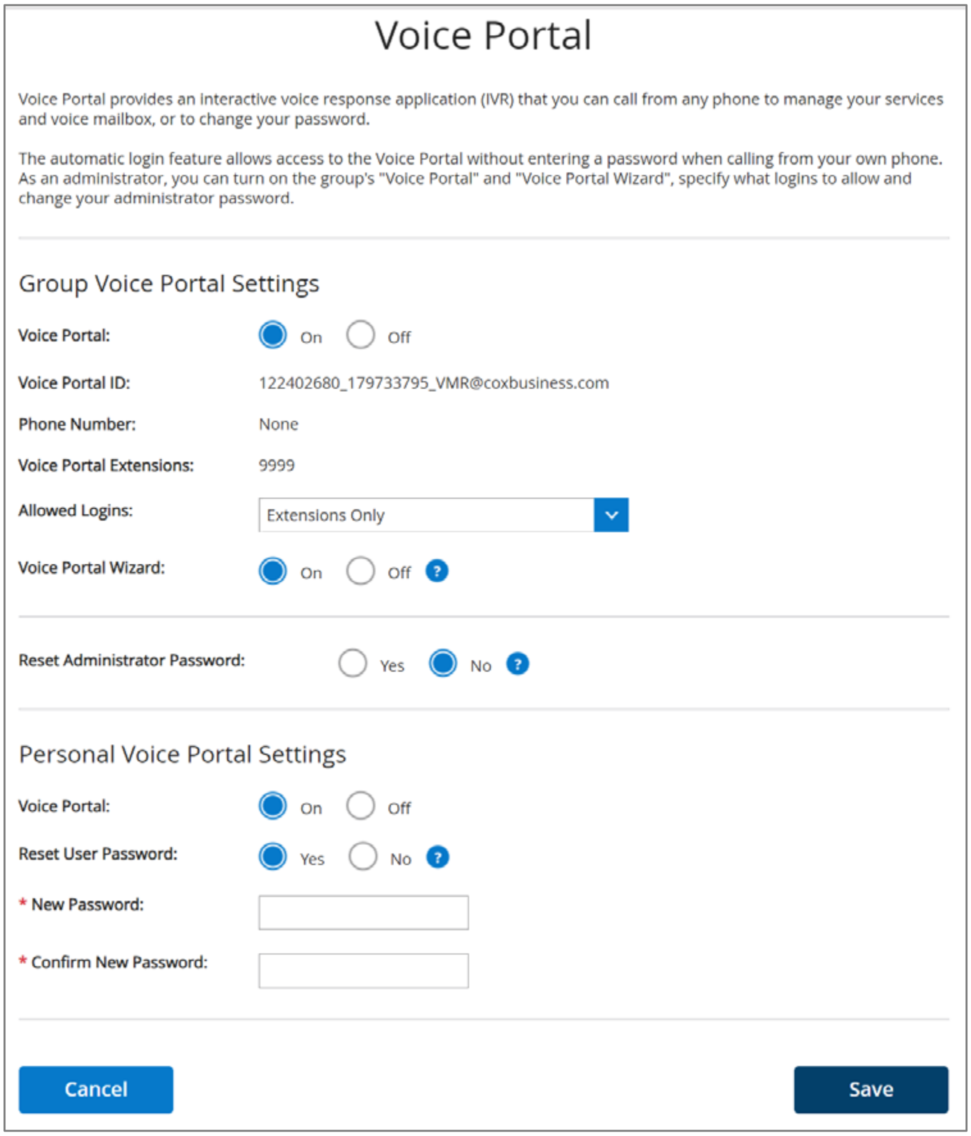
Voice Portal

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



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.