



# Cox Business VoiceManager User Guide



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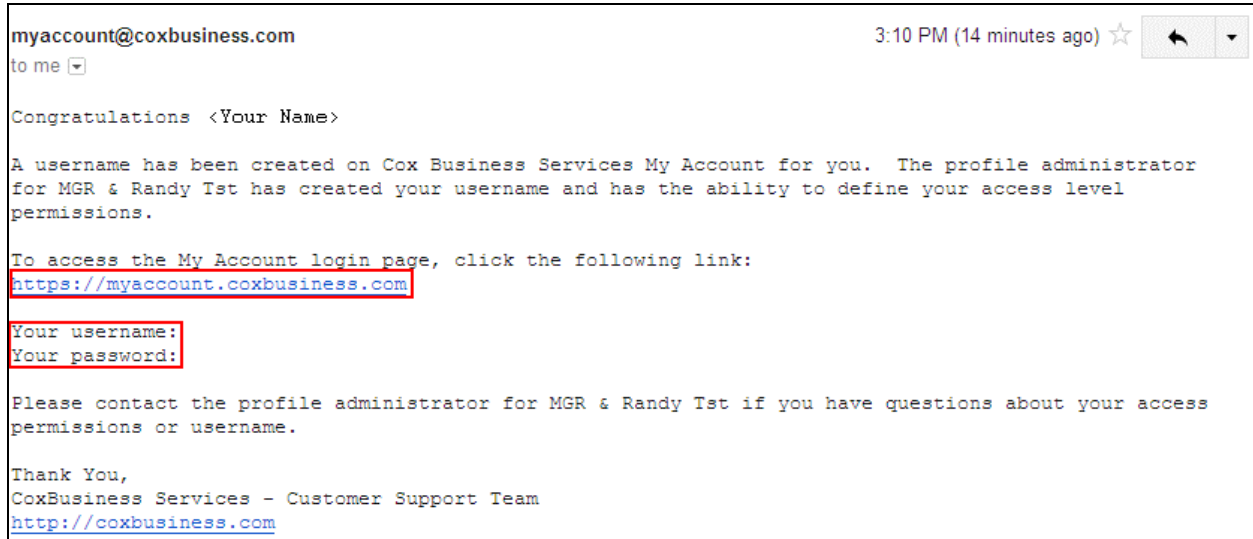
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## Getting Started with Cox Business VoiceManager

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

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



### 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 Screen**.
3. Complete the personalized **Secret Question and Answer**.



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

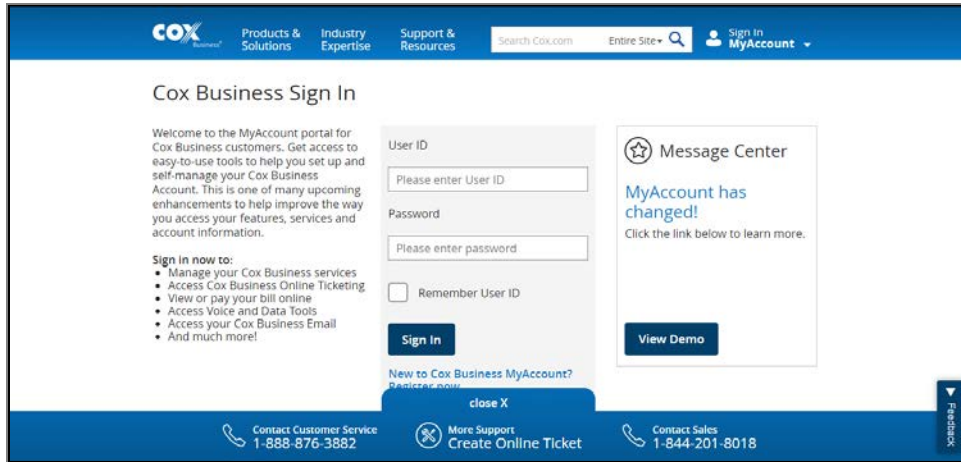
4. Complete the **Contact Options** and **Preferences** information.
5. Click the **Save** button.

### Accessing the MyAccount Portal for the First Time

You must log in to the MyAccount Portal to access VoiceManager tools. Use the following steps to log into the MyAccount Portal:

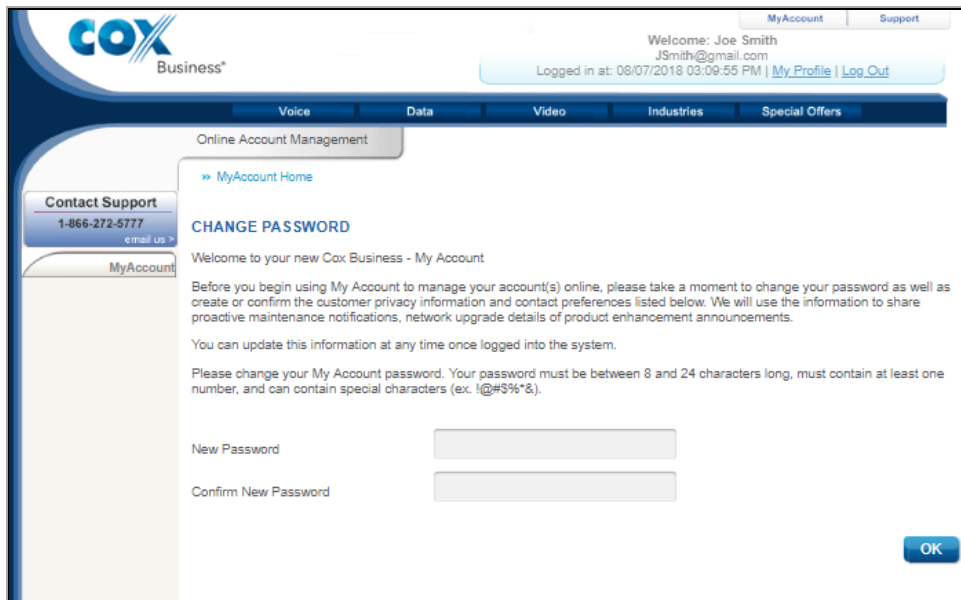
6. Use your web browser to navigate to **myaccount.coxbusiness.com**.  
**Result:** The MyAccount Portal login screen opens.

**Figure 2: MyAccount Portal Login Screen**



7. Enter the **User ID** and **Password** that was assigned to you in the Welcome email (see *Figure 1*).
8. Click the **Sign In** button.  
**Result:** The **Change Password** screen appears, prompting you to change your password.

**Figure 3: Change Temporary Password**



9. Type the new password in the required fields and then click the **OK** button.  
**Result:** You are automatically logged in and the MyAccount Portal Home screen opens.

## 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, Voice Mail and Voice Tools, depending on the voice services that have been purchased for your account and the permission level you have been assigned.

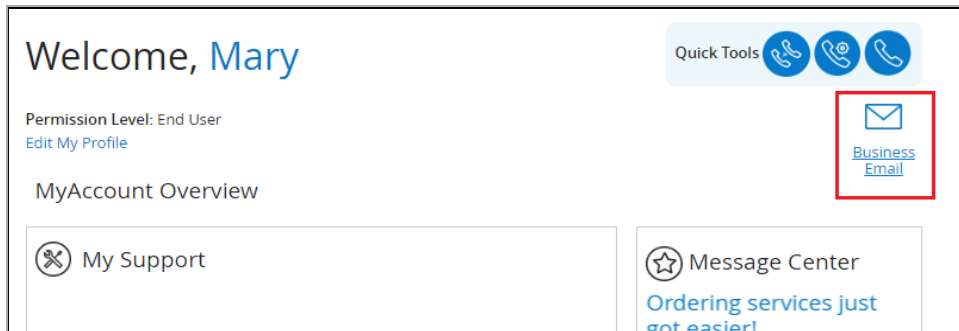
**Figure 4: Quick Tools**



### Business Email

Click the **Business Email** icon to log in to your Cox Business email.

**Figure 5: Business Email**

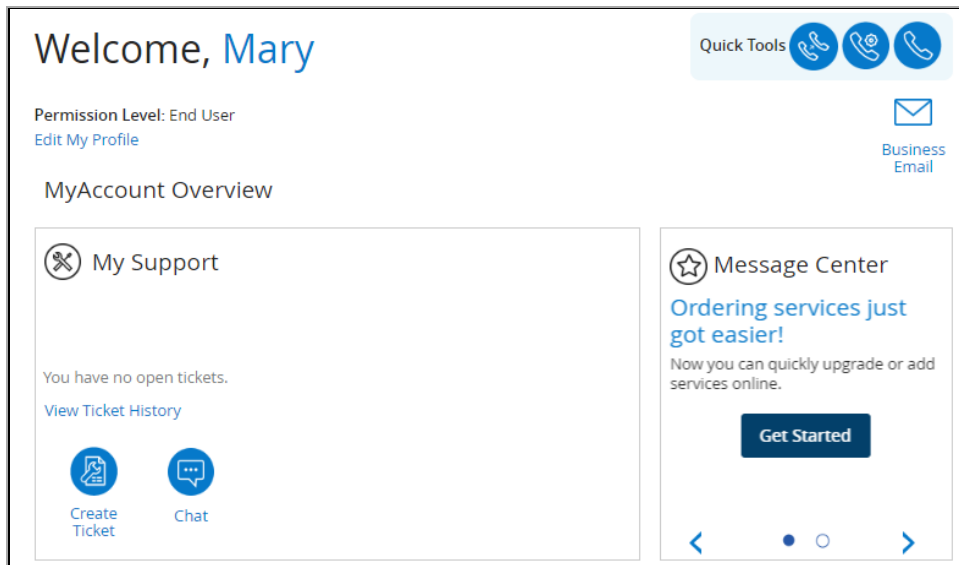


## MyAccount Overview

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

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

**Figure 6: MyAccount Overview**



### Edit My Profile Link

#### Update Contact Information

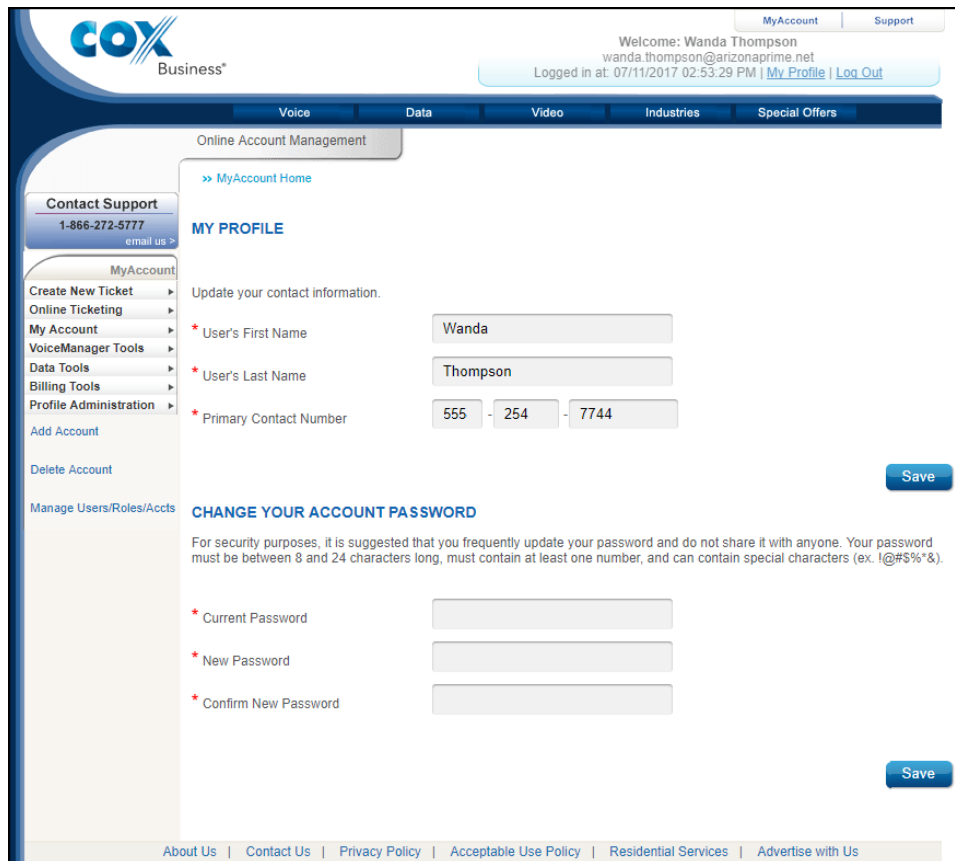
1. Click **Edit My Profile** (see *Figure 6*) to open the Online Account Management screen.
2. Change information as needed in the **My Profile** section (see *Figure 7*).
3. Click the **Save** button.

#### Change Account Password

1. Click **Edit My Profile** (see *Figure 6*) 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 7: Online Account Management Screen**



The screenshot displays the 'Online Account Management' interface for a user named Wanda Thompson. The page is divided into a left sidebar with navigation links, a top header with user information and account management tabs, and a main content area with two sections: 'MY PROFILE' and 'CHANGE YOUR ACCOUNT PASSWORD'.

**Header:** COX Business logo, 'MyAccount' and 'Support' links, 'Welcome: Wanda Thompson', email 'wanda.thompson@arizonaprime.net', and login time '07/11/2017 02:53:29 PM'. Navigation tabs include 'Voice', 'Data', 'Video', 'Industries', and 'Special Offers'.

**Left Sidebar:** 'Contact Support' (1-866-272-5777), 'MyAccount' menu (Create New Ticket, Online Ticketing, My Account, VoiceManager Tools, Data Tools, Billing Tools, Profile Administration), 'Add Account', 'Delete Account', and 'Manage Users/Roles/Accts'.

**MY PROFILE:** 'Update your contact information.' Fields include:
 

- \* User's First Name: Wanda
- \* User's Last Name: Thompson
- \* Primary Contact Number: 555 - 254 - 7744

 A 'Save' button is located at the bottom right of this section.

**CHANGE YOUR ACCOUNT PASSWORD:** Includes a security notice: 'For security purposes, it is suggested that you frequently update your password and do not share it with anyone. Your password must be between 8 and 24 characters long, must contain at least one number, and can contain special characters (ex. !@#%\*&).' Fields include:
 

- \* Current Password
- \* New Password
- \* Confirm New Password

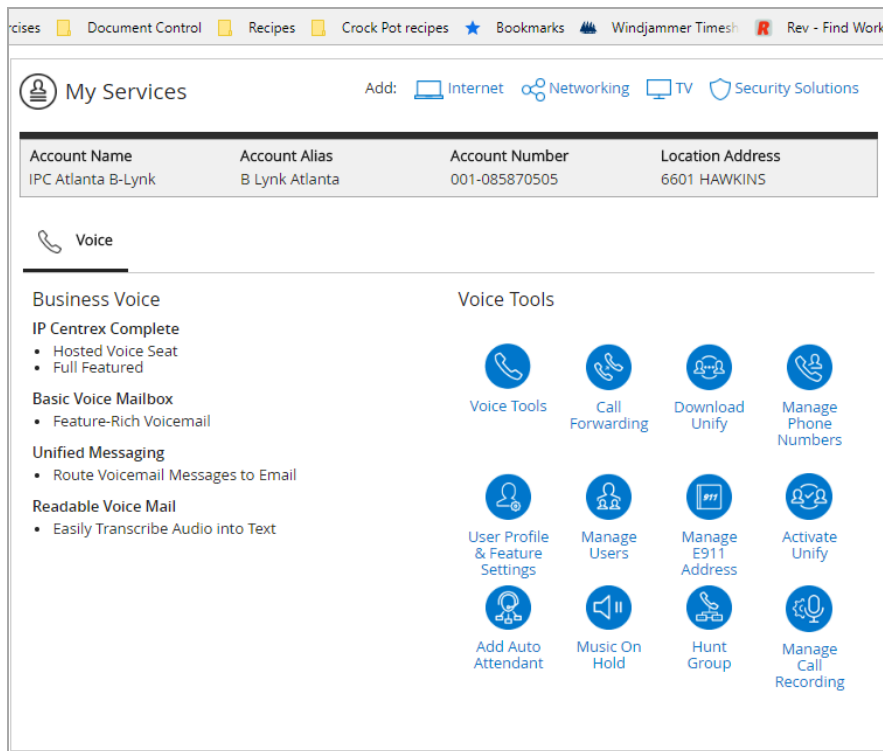
 A 'Save' button is located at the bottom right of this section.

**Footer:** 'About Us | Contact Us | Privacy Policy | Acceptable Use Policy | Residential Services | Advertise with Us'

## 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 (see *Figure 8*).

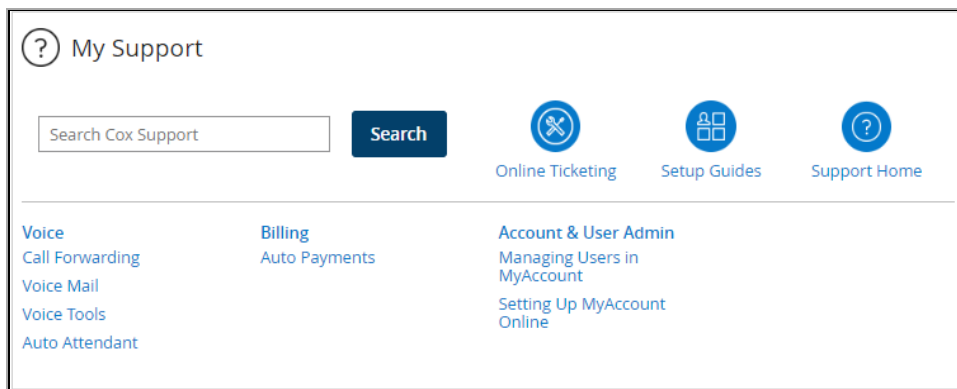
**Figure 8: MyAccount Portal – My Services**



## 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 9: 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, web portal, and browser toolbar technologies.

The following sections describe how to activate, enable and manage the VoiceManager features on your phone and online. Descriptions and benefits are provided where available.

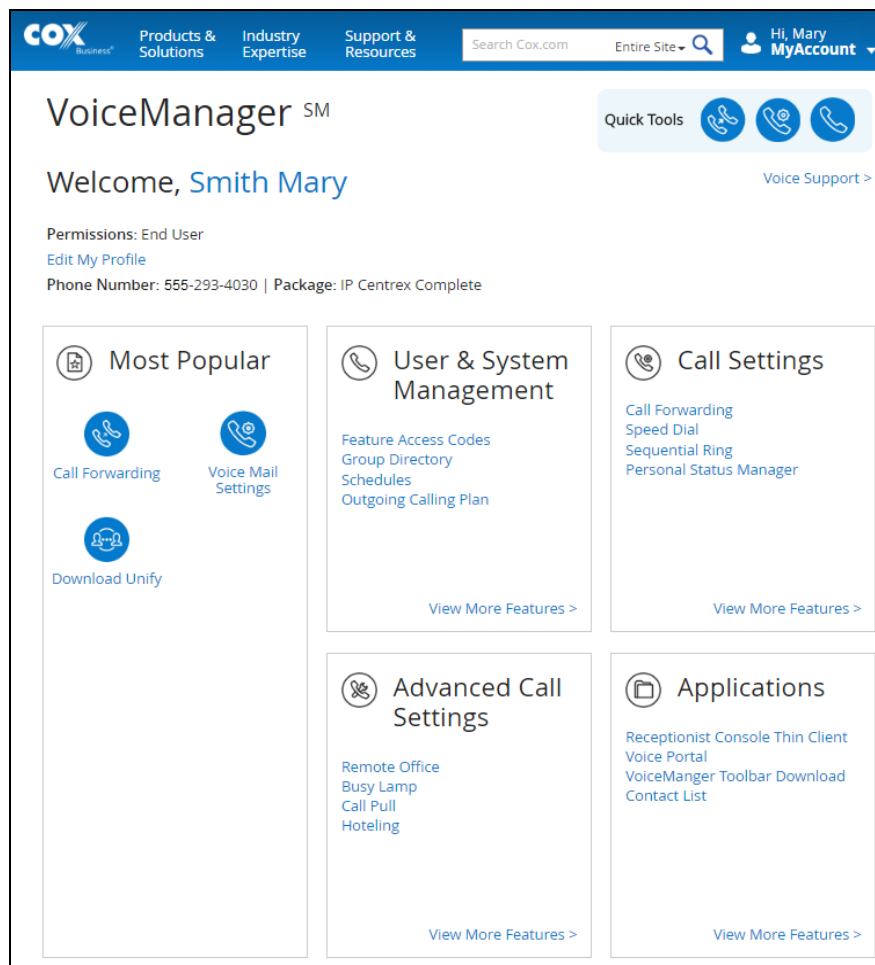


**Note:** The features you can view or manage depend on the service package that was purchased for your account and the role you have been assigned.

The **VoiceManager Dashboard** provides easy access to modules that you have been granted permissions by your VoiceManager Administrator. You can access the Dashboard in two ways:

- Click the **Voice Tools** icon in *Quick Tools*.
- Click the **Voice Tools** icon in the *My Services* section of the MyAccount Home screen.

**Figure 10: VoiceManager Dashboard**



## User & System Management

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

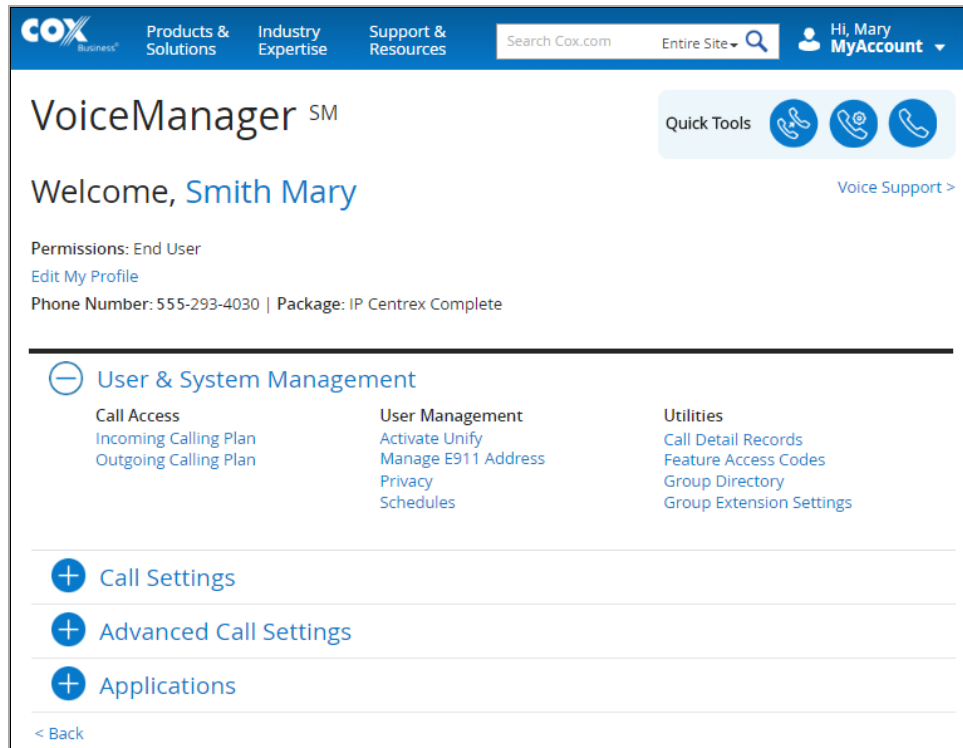
- Call Access
- User Management
- Utilities

Click a link from the Dashboard or click **View More Features** in the User & System Management category (see *Figure 10*) to expand a list of features you can view or manage (see *Figure 11*).



**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 11: User & System Management**



The screenshot shows the VoiceManager SM dashboard. At the top, there is a navigation bar with the COX Business logo, links for Products & Solutions, Industry Expertise, and Support & Resources, a search bar, and a user profile for Hi, Mary MyAccount. Below the navigation bar, the main heading is "VoiceManager SM" with a "Quick Tools" section containing three icons. A welcome message "Welcome, Smith Mary" is displayed, along with "Voice Support >". The user's permissions are listed as "End User" with a link to "Edit My Profile". The phone number and package are "555-293-4030 | Package: IP Centrex Complete". The "User & System Management" category is expanded, showing three sub-sections: "Call Access" (Incoming Calling Plan, Outgoing Calling Plan), "User Management" (Activate Unify, Manage E911 Address, Privacy, Schedules), and "Utilities" (Call Detail Records, Feature Access Codes, Group Directory, Group Extension Settings). Below these are "Call Settings", "Advanced Call Settings", and "Applications", each with a plus icon. A "< Back" link is at the bottom left.

## Call Access

### Incoming Calling Plan

**Incoming Calling Plan** is available for all VoiceManager packages and services.

To access the Incoming 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 10*), 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.
4. Under the **Call Access** section, click **Incoming Calling Plan**.  
**Result:** The **Incoming Calling Plan** screen opens to allow you to view your incoming calling plan settings.

**Figure 12: Incoming Calling Plan Screen**



Phone Number	Inside Group	Outside Group	Collect Calls
555-293-4030	<input checked="" type="checkbox"/>	Allow Transfer <input type="button" value="v"/>	<input checked="" type="checkbox"/>

< Back

### 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 or IP Centrex 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 10*), 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.
4. Under the **Call Access** section, click **Outgoing Calling Plan**.  
**Result:** The **Outgoing Calling Plan** screen opens to allow you to view your outgoing calling plan settings.

**Figure 13: Outgoing Calling Plan Screen**

### Outgoing Calling Plan

View your current Outgoing Calling Plan

---

Outgoing Calling Plan for Smith, Mary (555-293-4030)

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

[< Back](#)

## User Management

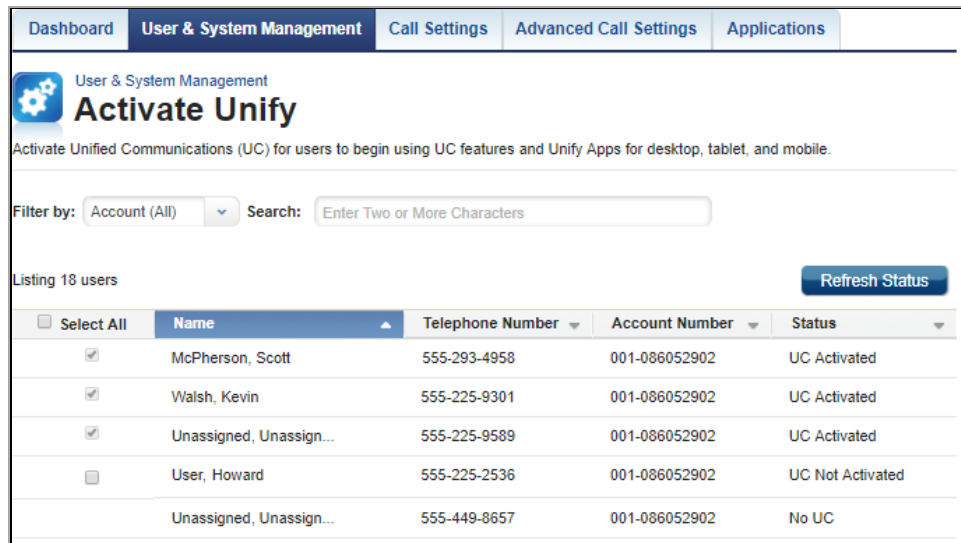
### Activate Unify for IP Centrex Professional Seats

To use the Unified Communications (UC) features and Unify apps with your IP Centrex Professional Seat, you must first activate Unify through the MyAccount Portal.

Use the following steps to activate Unify for your assigned IP Centrex seat:

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 10*), click the **Activate Unify** 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. Under the **User Management** section, click **Activate Unify**.  
**Result:** The **Activate Unify** screen opens.

**Figure 14: Activate Unify Window**



Select All	Name	Telephone Number	Account Number	Status
<input checked="" type="checkbox"/>	McPherson, Scott	555-293-4958	001-086052902	UC Activated
<input checked="" type="checkbox"/>	Walsh, Kevin	555-225-9301	001-086052902	UC Activated
<input checked="" type="checkbox"/>	Unassigned, Unassign...	555-225-9589	001-086052902	UC Activated
<input type="checkbox"/>	User, Howard	555-225-2536	001-086052902	UC Not Activated
	Unassigned, Unassign...	555-449-8657	001-086052902	No UC

5. Click the checkbox to the left of the name associated with the IP Centrex Professional Seat you want to activate.



**Note:** Profile Owners and Profile Administrators can view and activate UC for any IP Centrex Professional Seat on the account. End users can only activate UC for the IP Centrex Professional Seat assigned to them.

6. Click the **Save** button to save your changes.  
**Result:** The status changes from *UC Not Activated* to *Pending* (see *Figure 15*). Refreshing the screen after approximately 30 seconds updates to the status to *UC Activated*.

**Figure 15: Activation Status – Pending**

Dashboard
User & System Management
Call Settings
Advanced Call Settings
Applications

⚙️ User & System Management

## Activate Unified Communications

Activate Unified Communications (UC) for users to begin using UC features and Unify Apps for desktop, tablet, and mobile.

Filter by: Account (All) Search:

Listing 18 users
Refresh Status

Your changes have been submitted and are being processed.  
For updates, click "Refresh Status."

<input type="checkbox"/> Select All	Name ▲	Telephone Number ▼	Account Number ▼	Status ▼
<input checked="" type="checkbox"/>	McPherson, Scott	555-293-4958	001-086052902	UC Activated
<input checked="" type="checkbox"/>	Walsh, Kevin	555-225-9301	001-086052902	UC Activated
<input checked="" type="checkbox"/>	Unassigned, Unassign...	555-225-9589	001-086052902	UC Activated
<input checked="" type="checkbox"/>	User, Howard	555-225-2536	001-086052902	Pending
<input type="checkbox"/>	Unassigned, Unassign...	555-449-8657	001-086052902	No UC

Cancel
Save



## Manage e911 Address

The Cox Business National e911 service is an additional capability for customers with national numbers. With the IP Centrex Unified Communications app 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
IP Centrex	IP Phone Requires Teleworker add-on	Desktop & Tablet Apps Requires UC add-on
Voice Manager	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.



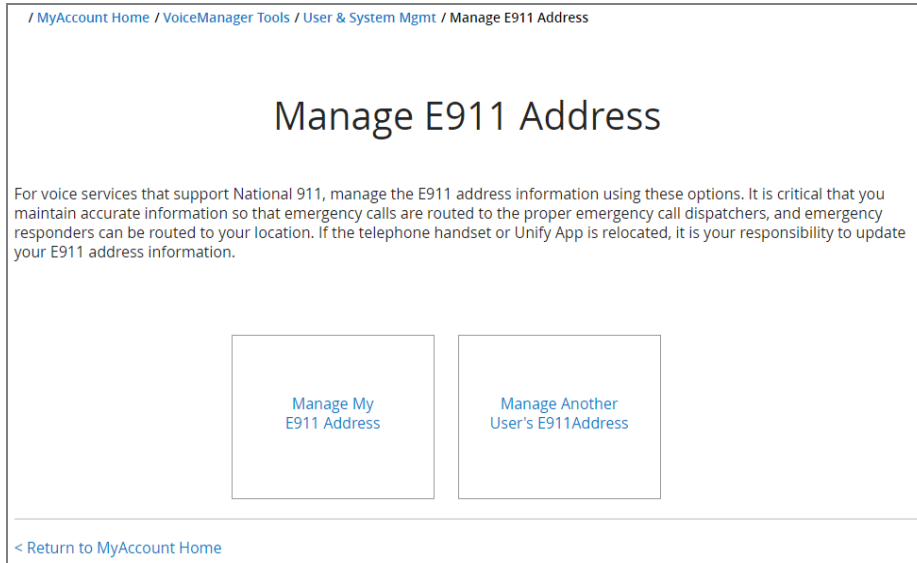
**Note:** When the location of the Primary device and UC Apps change, you must update the e911 Address information for each.

To update your e911 address:

1. Log in to the MyAccount Portal.
2. 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 10*), click the **Manage e911 Address** 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. Under **User Management**, click **Manage e911 Address** to open the National 911 Address Management screen.

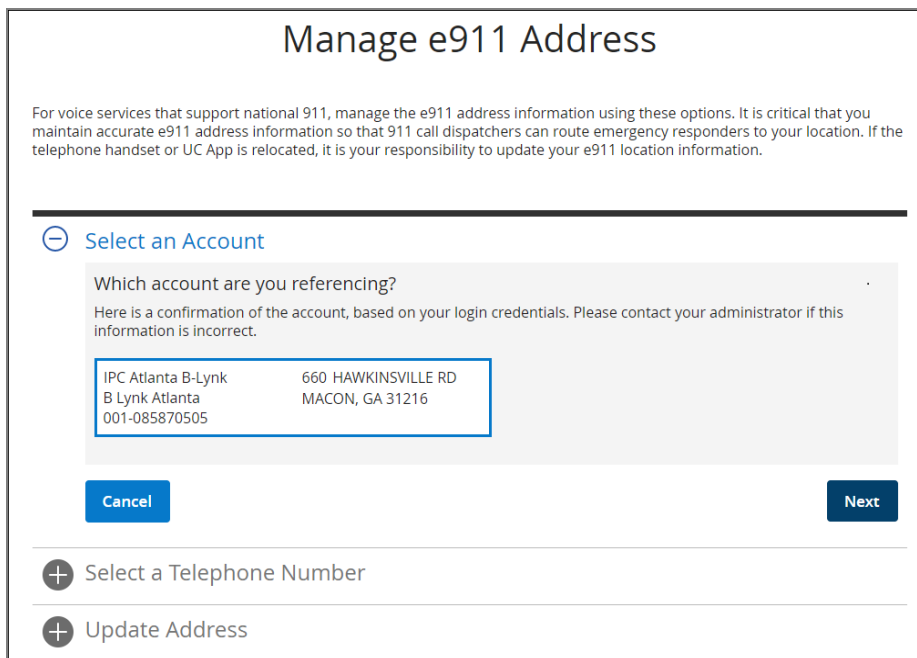
- On the Manage E911 Address landing screen, administrators can select whether to update your address location or the address for another user. A user profile will be directed to the information for their account and will not see this option.

**Figure 16: Manage E911 Address Screen**



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

**Figure 17: Select an Account**



- 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 18: Select Phone Number to Manage**

### Manage e911 Address

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

---

+ Select an Account
001-085870505

---

- Select a Telephone Number

I Know the Phone Number  
I Want to Manage

**Lookup**

OR

I Want to Search/Browse  
for the Telephone Number

View a list of telephone numbers

**Next**

---

+ Update Address

8. 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 19: Search for a Phone Number**

### Manage e911 Address

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

---

+ Select an Account
001-085870505

---

- Select a Telephone Number

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

Enter at least 3 characters to begin your search.

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

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

Tapping the phone number link opens the **Update Address** screen (see *Figure 20*).

- 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**.

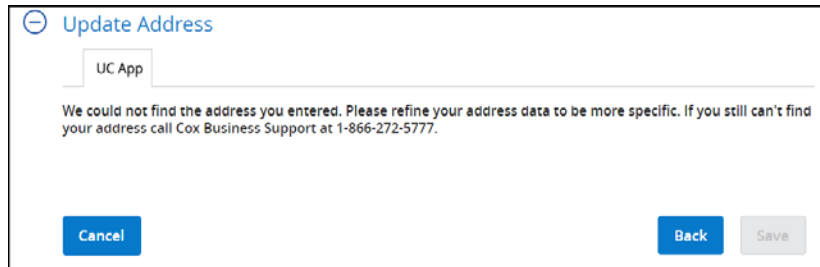


**Note:** The optional **Location** field is designed to include any important location information about the location within a building, such as a cubicle number or other description that would be helpful for emergency responders.

**Figure 20: Update Address Screen**

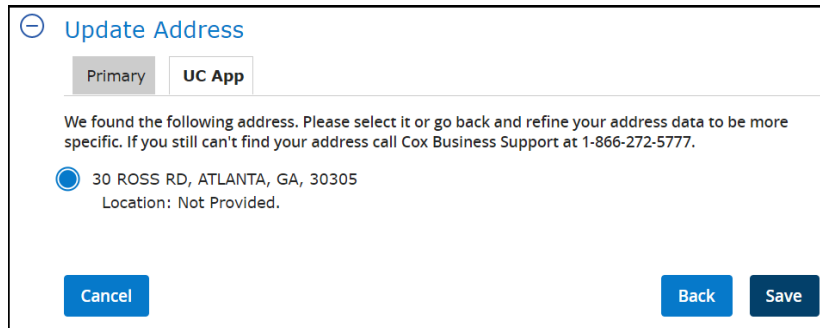
- If the system cannot determine your address, you will be prompted to contact Cox Business support for further help in updating your e911 address information. Click the **Cancel** button to cancel the address update or click the **Back** button to return to the Update Address screen.

**Figure 21: Invalid Address**



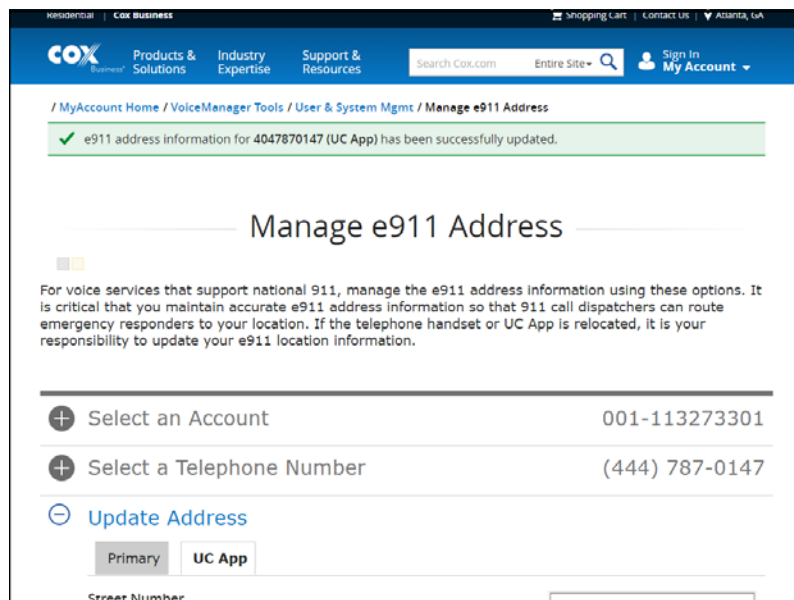
11. You will be presented with one or more addresses based on the information submitted. Carefully review the address information.
  - a. If the address information is incorrect, click the **Back** button to return to the Update Address screen, and re-enter the address information.
  - b. If one of the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

**Figure 22: Address Information Found**



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

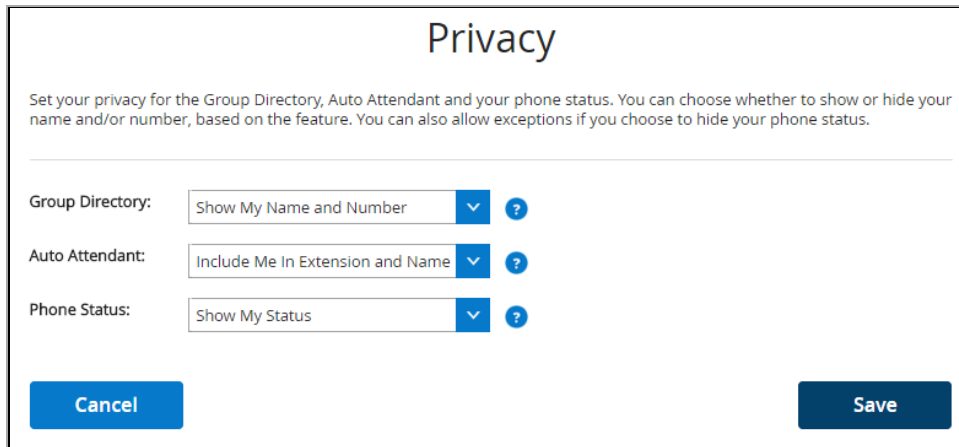
**Figure 23: Address Update Notification**



## Privacy

Click the **Privacy** link under the User & System Management section (see *Figure 11*) 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.

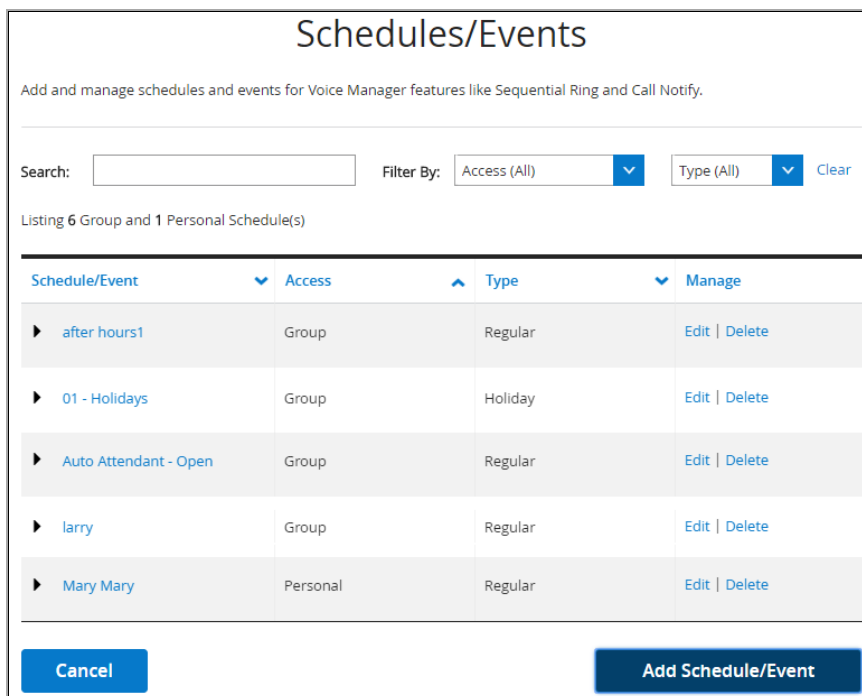
**Figure 24: Privacy Settings**



## 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 Unify service.

**Figure 25: Schedules Screen**



Schedule/Event	Access	Type	Manage
▶ after hours1	Group	Regular	Edit   Delete
▶ 01 - Holidays	Group	Holiday	Edit   Delete
▶ Auto Attendant - Open	Group	Regular	Edit   Delete
▶ larry	Group	Regular	Edit   Delete
▶ Mary Mary	Personal	Regular	Edit   Delete

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 26*).
6. Select the Type: **Regular** or **Holiday**.

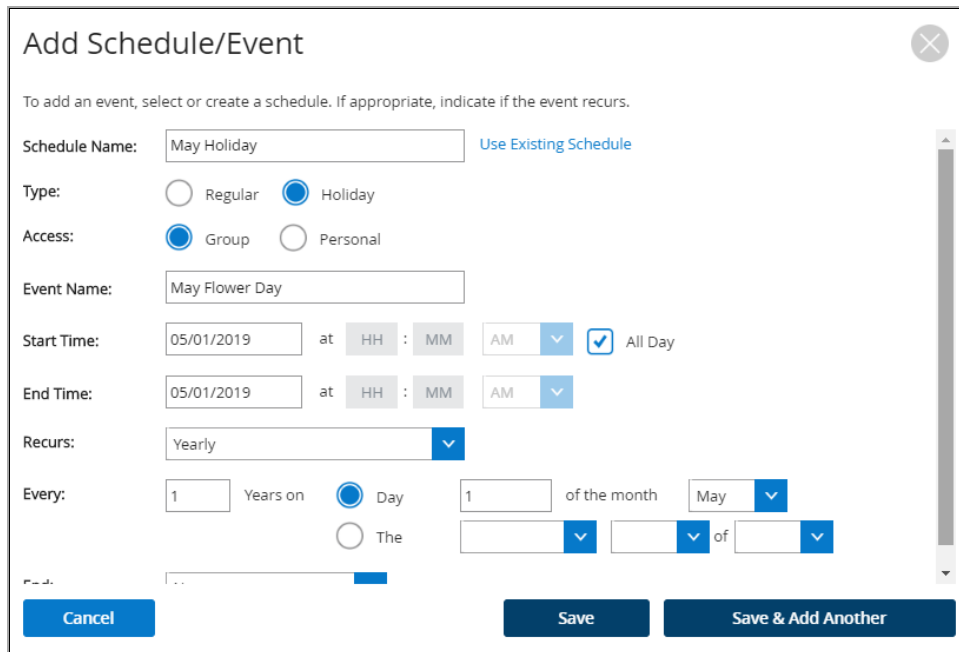


**Note:** Create separate schedules for an event if both a Regular and Holiday schedule are desired.

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 26: Add New Schedule**



**Add Schedule/Event**

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

Schedule Name:  [Use Existing Schedule](#)

Type:  Regular  Holiday

Access:  Group  Personal

Event Name:

Start Time:  at  :    All Day

End Time:  at  :

Recurs:

Every:  Years on  Day  The  of the month

12. Click the **Save** or **Save & Add Another** button.

**Result:** A message indicates your Schedule/Event was added.

## Utilities

### Call Detail Records

The **Call Detail Records** (CDR) feature enables you to view a history of incoming, outgoing, and internal extension-to-extension calls. Records are available for the last 120 days, including the current day.

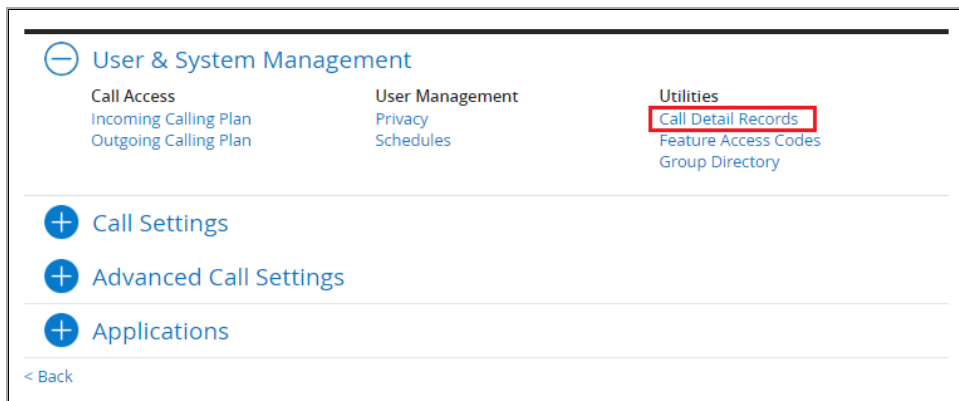
Multiple report types are available that allow users to view call trends, such as those for call volumes by day, time of day and more.

Search results are presented in a table view and can be downloaded as a PDF or a CSV file format.



**Note:** Call Detail Records should be used for referential information only. Charges for phone calls displayed on the bill may differ from the details shown on the CDR. The feature should not be used to verify charges on the monthly bill.

**Figure 27: User & System Management – Call Detail Records**



In this section, you will learn how to:

- Retrieve Call Detail Records
- Apply Filters to a Report
- View Results of a Report
- Export Call Detail Records
- View Customized Reports for Call Detail Records



## Retrieve Call Detail Records

**Figure 28: Retrieve Call Detail Records**

Retrieve Call Detail Records

You can view call detail records up to 119 days ago. Please select the dates for which you would like to retrieve your call details. Be sure to include your account or phone number(s).

Time Zone	Begin Date	End Date	Account Number(s)	Phone Number(s)
EDT <span style="float: right;">▼</span>	10/05/2015 <span style="float: right;">📅</span>	10/12/2015 <span style="float: right;">📅</span>	001086052902 <span style="float: right;">▼</span>	1 selected <span style="float: right;">▼</span>

Retrieve Data

Complete the following steps to view details of calls:

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 10*), click the **Call Detail Records** 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. Under the **Utilities** section, click the **Call Detail Records** link.  
**Result:** The Retrieve Call Detail Records dialog appears.
5. Select the **Time Zone** you wish to use in viewing the records.
6. Click the calendar icons to choose the **Begin / End Date** for the call records you want to view.
7. Once you have made your selections, click the **Retrieve Data** button.  
**Result:** A list of call details appears based on the criteria you entered.



**Note:** The amount of time it takes to retrieve your selected data will depend on the parameters you set.

In this screen, you can apply filters to the results (to see more customized views of the report), export the records to a PDF or CSV file format, and sort by column headings.

**Figure 29: Sample: Call Detail Record Results – Table View**

### Retrieve Call Detail Records

You can view call detail records up to 119 days ago. Please select the dates for which you would like to retrieve your call details. Be sure to include your account or phone number(s).

Time Zone: EDT | Begin Date: 10/05/2015 | End Date: 10/12/2015 | Account Number(s): 001086052902 | Phone Number(s): 1 selected

**Retrieve Data**

---

#### Call Detail Records

Shown below are the call detail records for the dates, account numbers and phone numbers selected above. These records provide generic calling information and should not be used for billing purposes. To view a different set of data, please resubmit the form above with new search criteria.

Viewing: [Table View](#) | [Reports View](#)

**Filters**

81 results found matching your criteria Export to: [PDF](#) | [CSV](#)

Account Number	From	To	Incoming Caller ID	Date/Time	Length of Call
001086052902	18774343695	9999999999	Blanks	10/11/15 03:58 PM	00:00:06
001086052902	18774343695	14782259301	800 Service	10/11/15 03:58 PM	00:00:06
001086052902	18774343695	9999999999	Blanks	10/11/15 02:42 PM	00:00:05
001086052902	18774343695	14782259301	800 Service	10/11/15 02:42 PM	00:00:05
001086052902	18774343695	9999999999	Blanks	10/11/15 10:44 AM	00:00:05

### How to Apply Filters to Reports

When the list of Call Detail Records appears (Figure 29), you can apply filters to the results to drill down further into specifics of the records, such as the **To** telephone number, **Calendar Dates**, **Start Time** (of the call), and **End Time** (of the call).

For example, Figure 30 depicts the following scenario:

**“I want to view details about specific calls that belong to account number 001086052902. I have my Unified Communications extension number selected and five “to” phone numbers. Furthermore, I only want to look at Caller IDs from four “callers” (e.g., 800 numbers, specific individuals, etc.); and I want to see calls made between October 5, 2015 through October 12, 2015 during the hours of 7:00am and 5:00pm.”**

**Figure 30: Filter options**

### Filter By: ✕

Complete the fields for the categories you would like to filter by. The Date and Account fields may only be refined within the previously selected dates and account numbers.

Account Number(s)  
 ▼

From  
 ▼

To  
 ▼

Incoming Caller ID(s)  
 ▼

Begin Date   ▼ ▼

Start Time  ▼ End Time  ▼

### How to View Results of a Report

Complete the following steps to view details of calls.

1. Once you enter the filters you want, click the **Continue** button (*Figure 30*).  
**Result:** The results of the specific calls appear in a list. See *Figure 31*.



**Note:** Notice the types of filters (shown to the right of the Filters button) that have been selected. You may elect to remove any or all of the filters which will result in a different view of the records. Click the X to the right of the filter name to delete specific criteria or click the Remove All Filters link to delete all filters.

2. To view the data in a PDF (image) format, click the **PDF** link in the **Export to:** field.  
**Result:** The records appear (see *Figure 32*).
3. To view the data in a comma delimited (CSV) spreadsheet format, click the **CSV** link in the **Export to:** field. (**Note:** This file type can be downloaded to other software for further analysis or data storage on your computer.)  
**Result:** The records appear (see *Figure 33*).

**Figure 31: Call Detail Records**

— Call Detail Records

Shown below are the call detail records for the dates, account numbers and phone numbers selected above. These records provide generic calling information and should not be used for billing purposes. To view a different set of data, please resubmit the form above with new search criteria.

Viewing: [Table View](#) | [Reports View](#)

Filters
To | x
Incoming Call ID | x
Time | x
Remove All Filters

10 results found matching your criteria
Export to: [PDF](#) | [CSV](#)

Account Number ^	From ^	To ^	Incoming Caller ID ^	Date/Time v	Length of Call ^
001086052902	14782259301	14782259301	Kevin Walsh	10/08/15 10:50 AM	00:00:01
001086052902	14782259301	14782259301	Kevin Walsh	10/08/15 10:50 AM	00:00:01

**How to Export Call Detail Records**

**Figure 32: Call Detail Records – PDF view (sample)**

**Call Record Details**

Report Date: 10/14/2015 12:25 PM      TimeZone: EDT  
 Start Date: 10/05/2015      End Date: 10/14/2015  
 Account Number: 001086052902 - Phone Number (s): 4782259301, 4782259695, 4782931563  
 Filter By:  
 Start Date: 10/05/2015      End Date: 10/12/2015  
 Start Time: 7:00 AM      End Time: 5:00 PM  
 Account Number (s): 001086052902  
 From: 14782259301, 14782259695, 14782934030

Account Number	From	To	Incoming Caller ID	Date/Time	Length of Call
001086052902	14782259301	14782251981	Tom Johnson	10/08/15 10:10 AM	00:28:12
001086052902	14782259695	17573508119	John King	10/08/15 10:58 AM	00:15:25
001086052902	14782259301	14782250443	Mary Smith	10/08/15 02:22 PM	00:05:13
001086052902	14782933040	17573501977	Leslie Martin	10/06/15 02:32 PM	00:01:06

**Figure 33: Call Detail Records – CSV view (sample)**

Call Record Details					
Report Date:	10/14/2015 13:33	TimeZone:	EDT		
Start Date:	10/5/2015	End Date:	10/11/2015		
Account Number:	1086052902 - Phone Number (4782259301   4782259695   4782931563)				
Account Number	From	To	Incoming Caller ID	Date/Time	Length of Call
1086052902	18774343695	9999999999	Blanks	10/11/2015 15:58	0:00:06
1086052902	18774343695	14782259301	800 Service	10/11/2015 15:58	0:00:06
1086052902	18774343695	9999999999	Blanks	10/11/2015 14:42	0:00:05
1086052902	18774343695	14782259301	800 Service	10/11/2015 14:42	0:00:05
1086052902	18774343695	9999999999	Blanks	10/11/2015 10:44	0:00:05

## How to Customize the View of a Report

The Call Detail Records can be presented in multiple types of reports. At the top of the report, you may choose to view usage for **Incoming and Outgoing (Combined)** calls, **Incoming (only)** calls, **Outgoing (only)** calls, and **Incoming and Outgoing (Side by Side)** calls. Based on your selections, the report will present the data differently.

Notice the **Select Timeframe** drop-down menu at the bottom of the report (see *Figure 34*). Here, you may select time range options for the types of calls you have selected. They are:

- Calendar Dates
- Days of the Week
- Hours
- Weeks

### **Select Timeframe: Calendar Dates**

The report in *Figure 34* displays the following specifications:

- Incoming and Outgoing Calls (combined)
- Total View
- Selected Dates

For example, the report displays the **Total** number of **Incoming and Outgoing Calls (Combined)** made during selected dates 10/05/15 – 10/12/15 with the **Calendar Dates** option chosen in the **Select Timeframe** field.

Generate the Call Detail Records according to criteria you enter.

1. Click the **Reports View** link in the **Viewing:** section.
2. Click the **Incoming and Outgoing (Combined)** option from the **Show usage for:** drop-down menu.
3. Click the **Total** radio button from the **View:** field.
4. Notice that the **Calendar Dates** option is selected from **Select Timeframe:** drop-down menu.



**Note:** This corresponds to the range of time you specified when you entered the criteria.

**Figure 34: Incoming and Outgoing (Combined) Report: Calendar Dates**



**Select Timeframe: Days of the Week**

The report in *Figure 35* displays the following specifications:

- Incoming and Outgoing (Combined)
- Total View
- Days of the Week

In *Figure 35*, you see that the only value changed on the report is the **Select Timeframe** field. The view now presents stats on **Incoming and Outgoing (Combined)** usage for **Days of the Week**.

Generate the Call Detail Records according to criteria you enter.

1. Click the **Reports View** link in the **Viewing:** section.
2. Click the **Incoming and Outgoing (Combined)** option from the **Show usage for:** drop-down menu.
3. Click the **Total** radio button from the **View:** field.
4. Notice that the **Days of the Week** option is selected from the **Select Timeframe:** drop-down menu.

**Figure 35: Incoming and Outgoing (Combined) Report: Days of Week**



**Select Timeframe: Hours**

The report in *Figure 36* displays the following specifications:

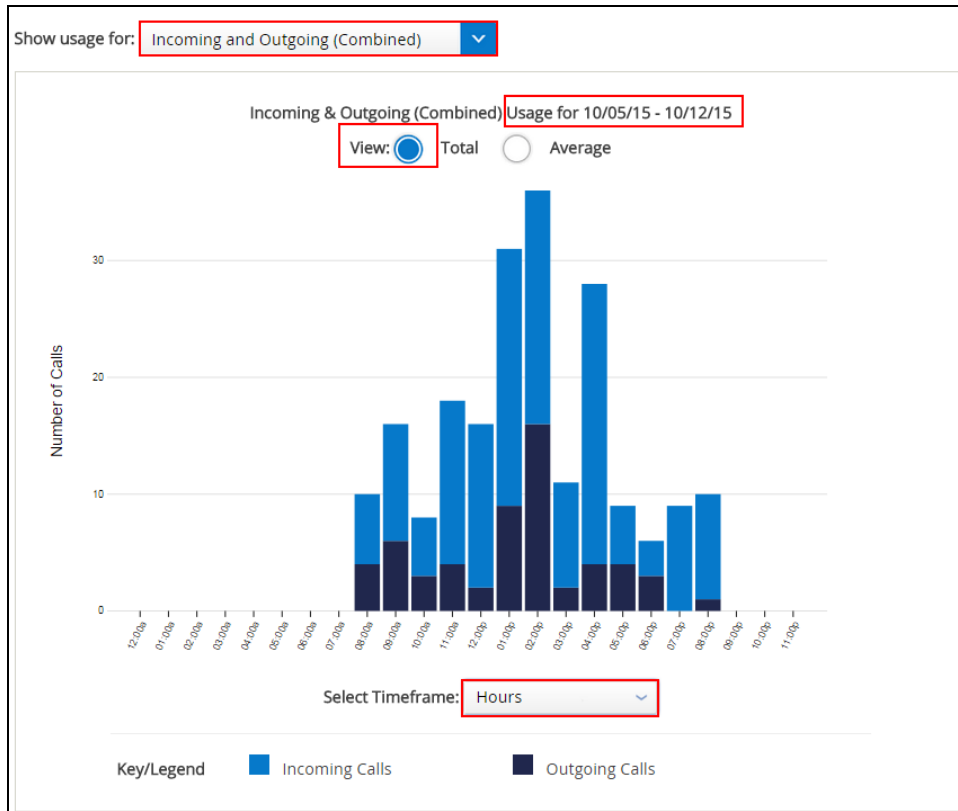
- Incoming and Outgoing (Combined)
- Total View
- Hours

In *Figure 36*, you see that the only value changed on the report is the **Select Timeframe** field. The view now presents stats on **Incoming and Outgoing (Combined)** usage for **Hours** during that time range.

Generate the Call Detail Records according to criteria you enter.

1. Click the **Reports View** link in the **Viewing:** section.
2. Click the **Incoming and Outgoing (Combined)** option from the **Show usage for:** drop-down menu.
3. Click the **Total** radio button from the **View:** field.
4. Notice that the **Hours** option is selected from the **Select Timeframe:** drop-down menu.

**Figure 36: Incoming and Outgoing (Combined) Report: Hours**



**Select Timeframe: Weeks**

The report in *Figure 37* displays the following specifications:

- Incoming and Outgoing (Combined)
- Total View
- Weeks

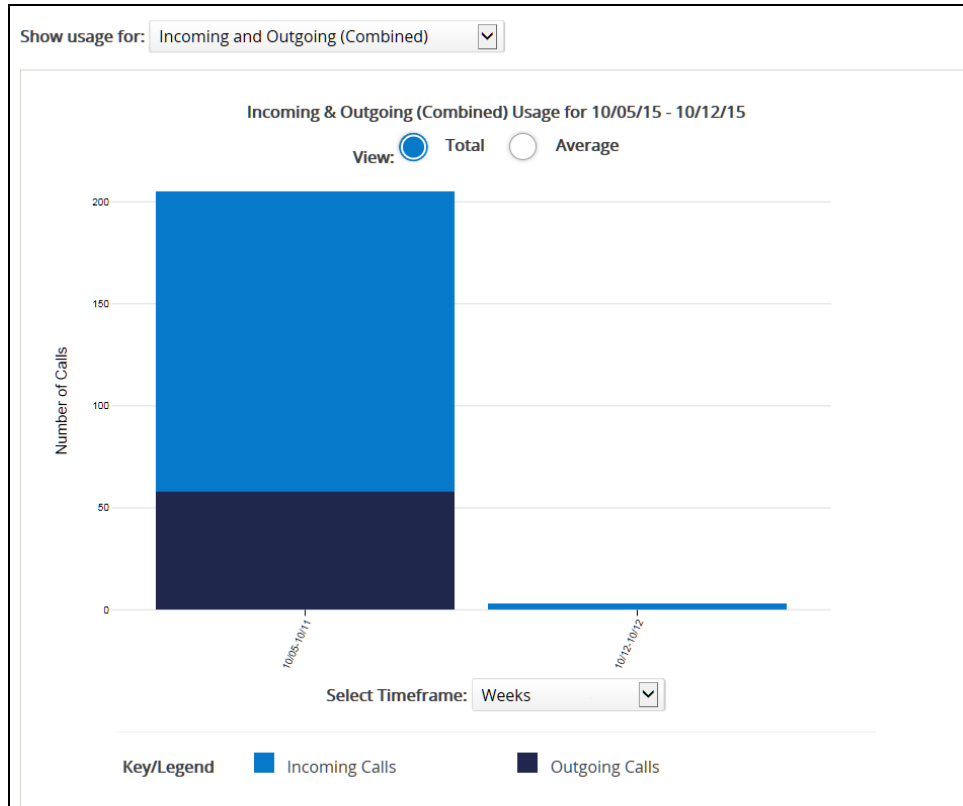
In *Figure 37*, the value changed on the report is the **Select Timeframe** field. The view now presents stats on **Incoming and Outgoing (Combined)** usage for **Weeks** during the selected timeframe.



**Note:** Hover on the bar column to see a snapshot of the details for this report.



**Figure 37: Incoming and Outgoing (Combined) Report: Weeks**



Generate the Call Detail Records according to criteria you enter.

1. Click the **Reports View** link in the **Viewing:** section.
2. Click the **Incoming and Outgoing (Combined)** option from the **Show usage for:** drop-down menu.
3. Click the **Total** radio button from the **View:** field. (Hint: Notice that the **Hours** option is selected from the **Select Timeframe:** drop-down menu.)

### Customizing Other Types of Reports

Now that you have seen how to customize and view the Incoming and Outgoing (Combined) report according to the type of usage and selected timeframe, you can configure other types of Call Detail Record reports. You only need to change values in the **Show usage for**, **View** (Total or Average), and **Select Timeframe** fields.

## 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.
4. Under the **Utilities** section, click **Feature Access Codes**.

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

**Figure 38: Feature Access Codes**

### Feature Access Codes

Here is a summary of the Feature Access Codes that are associated with your group. There may be some access codes that you cannot use based on your package.

Search:  [Clear](#)

Feature Access Code Name	Main Code
Agent Escalation	#83
Anonymous Call Rejection Activation <span style="font-size: x-small; color: blue;">?</span>	*77
Anonymous Call Rejection Deactivation <span style="font-size: x-small; color: blue;">?</span>	*87
Anonymous Call Rejection Interrogation	*52*
Automatic Callback Deactivation <span style="font-size: x-small; color: blue;">?</span>	#8
Automatic Callback Menu Access <span style="font-size: x-small; color: blue;">?</span>	#9
BroadWorks Anywhere E164 Dialing	*14
Call Bridge <span style="font-size: x-small; color: blue;">?</span>	*15
Call Forwarding Always Activation <span style="font-size: x-small; color: blue;">?</span>	*72
Call Forwarding Always Deactivation <span style="font-size: x-small; color: blue;">?</span>	*73

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## Group Directory

The **Group Directory** feature provides easy access to the names and phone numbers of people in your company; and any names and phones added by the administrator to the common phone list.



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

Group Directory is available with all VoiceManager packages and IP Centrex service.

To access the Group Directory:

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 10*), 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. Under the **Utilities** section, click **Group Directory**.  
**Result:** The Group Directory screen opens to allow you to view, search and export a detailed group phone directory.
5. On the Group Directory screen, click in the **Search** field and type the information by which to find a contact: Last Name, First Name, Phone Number, Extension or Email Address.

**Figure 39: Group Directory Screen**

### Group Directory

View, search and export a detailed group phone directory.

Search:

Filter By: Account All v Clear

Listing 31 users Export

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


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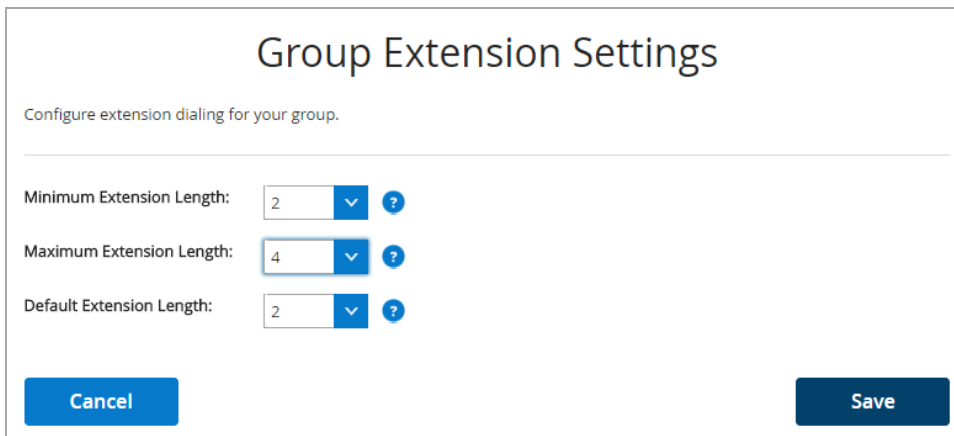
6. Click the **Filter by** drop-down menu to select an account-specific directory.
7. Click the **Export** button to transfer the Group Directory to a Microsoft Excel file.

### **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 10), 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.
4. Under the **Utilities** section, click **Group Extension Settings**.  
**Result:** The Group Extension Settings screen opens.
5. 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 40: Group Extension Settings**



The screenshot shows the "Group Extension Settings" interface. At the top, it says "Group Extension Settings" and "Configure extension dialing for your group." Below this, there are three settings, each with a dropdown menu and a question mark icon for help:

- Minimum Extension Length: 2
- Maximum Extension Length: 4
- Default Extension Length: 2

At the bottom, there are two buttons: "Cancel" and "Save".

## Call Settings

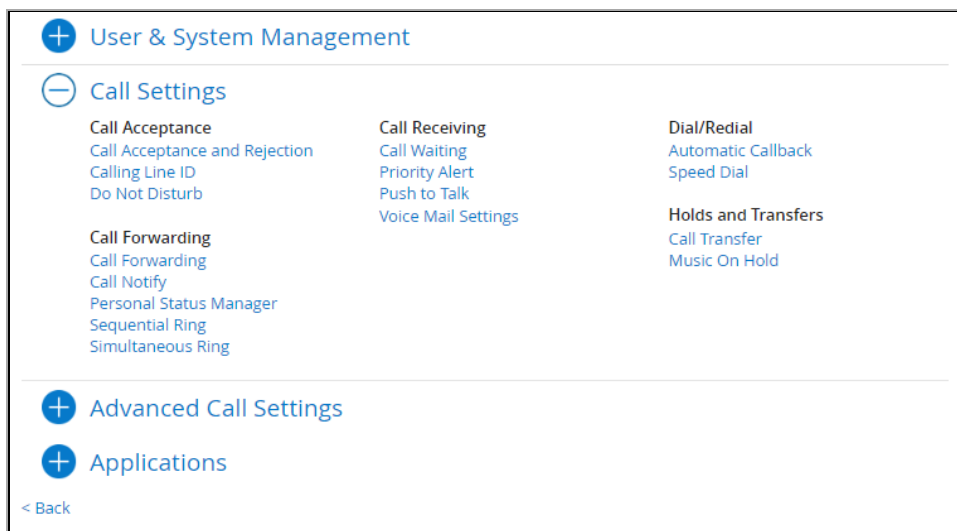
On the Call Settings screen, administrators and some users can set up features within the following categories:

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



**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 41: Call Settings Tab**



## 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 VoiceManager Dashboard, click the **Call Acceptance and Rejection** link in the Call Settings category. If the link is not present, click **View More Features** to expand all options available under User & System Management.

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

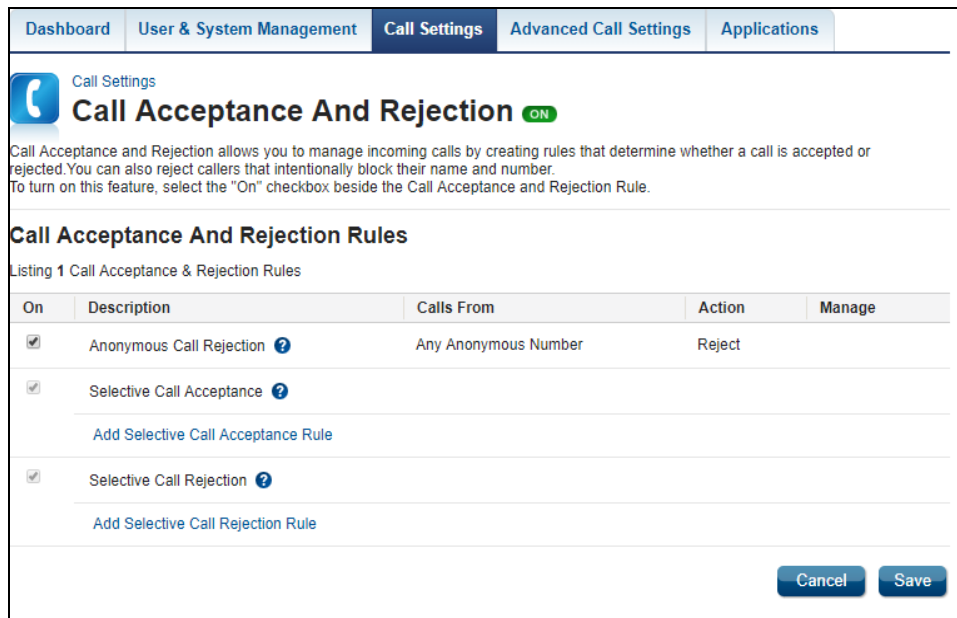


**Note:** Refer to the *Priority Alert* and *Call Forwarding Selective* sections for instructions on how to configure rules.

## 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 42: Call Acceptance and Rejection Screen**



Call Settings

### Call Acceptance And Rejection ON

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

#### Call Acceptance And Rejection Rules

Listing 1 Call Acceptance & Rejection Rules

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

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

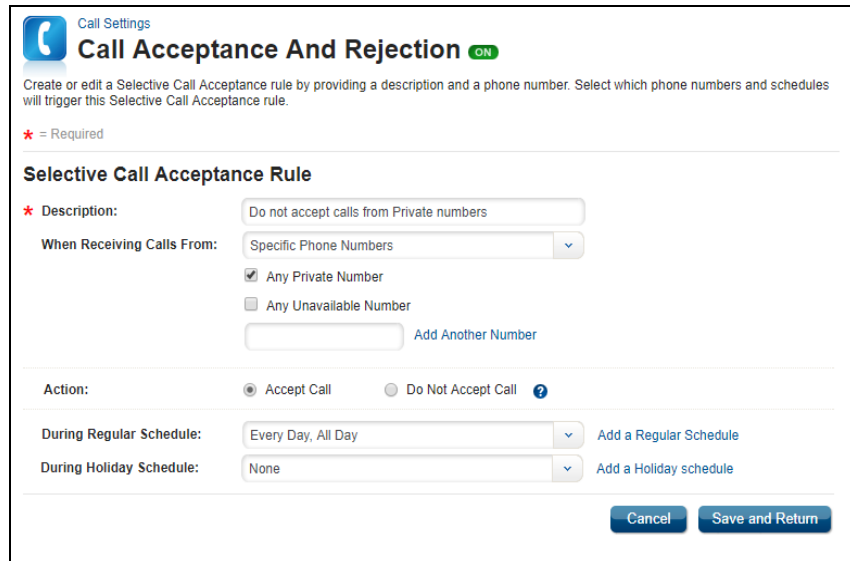
## Selective Call Acceptance

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

To create a Selective Call Acceptance rule:

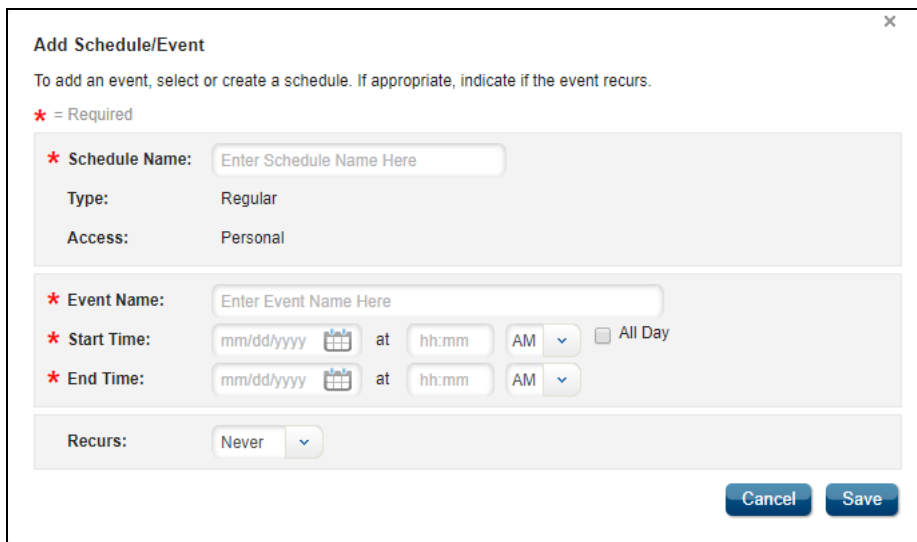
1. Click the **Add Selective Call Acceptance Rule** link.  
**Result:** The Selective Call Acceptance Rule information screen opens.
2. Enter a description for the acceptance rule.
3. Click the down arrow to the right of *When Receiving Calls From* to select whether the rule applies to any phone number 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 43: 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 44: 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.

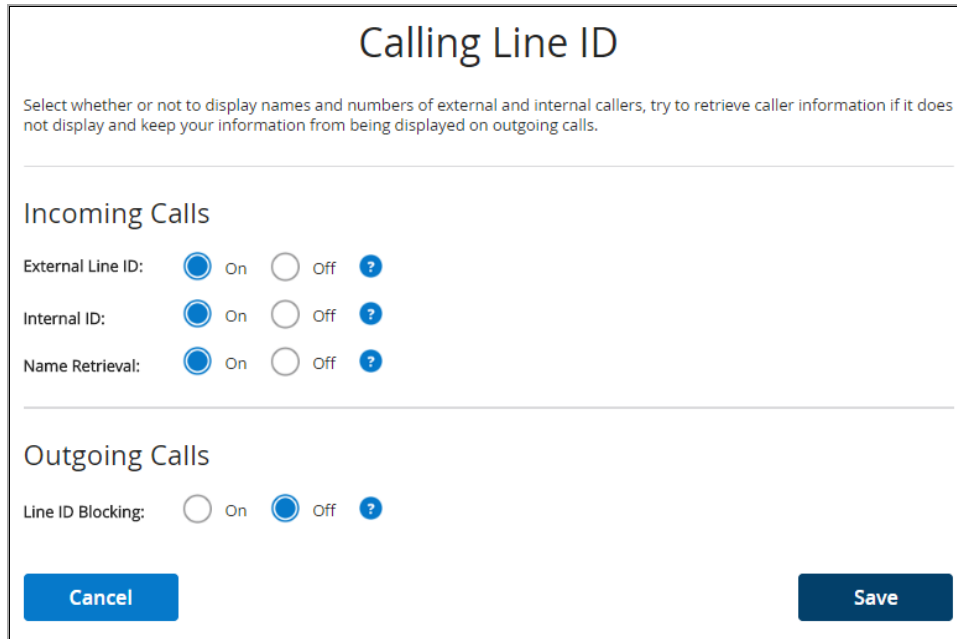
7. When all schedule information has been entered, click the **Save and Return** button.

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 45: Calling Line ID**



**Calling Line ID**

Select whether or not to display names and numbers of external and internal callers, try to retrieve caller information if it does not display and keep your information from being displayed on outgoing calls.

---

**Incoming Calls**

External Line ID:  On  Off ?

Internal ID:  On  Off ?

Name Retrieval:  On  Off ?

---

**Outgoing Calls**

Line ID Blocking:  On  Off ?

**Cancel** **Save**

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 VoiceManager Dashboard, click the **Calling Line ID** link in 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**.  
**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

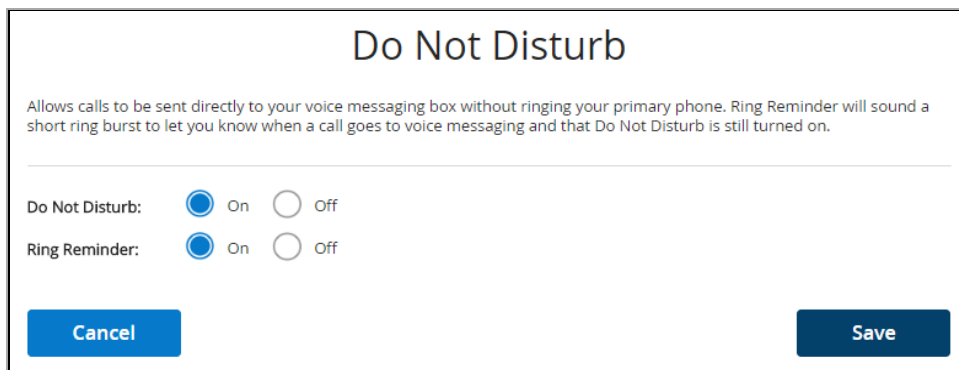
1. Select the **On** radio button at the right of **Line ID Blocking**.
2. Click the **Save** button.

### 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 46: 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 VoiceManager Dashboard, click the **Call Acceptance and Rejection** link in the Call Settings category. If the link is not present, click **View More Features** to expand all options available under User & System Management.
4. Under the **Call Acceptance** section, click the **Do Not Disturb** link.  
**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.

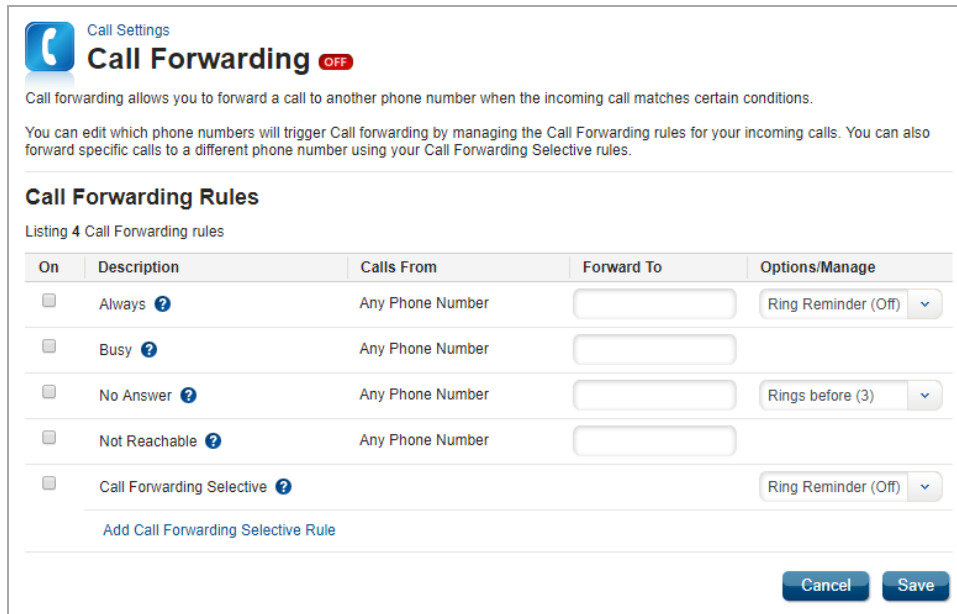
## Call Forwarding

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 10*), click the **Call Forwarding** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Call Forwarding** section, click the **Call Forwarding** link.  
**Result:** The **Call Forwarding** window appears.

**Figure 47: Call Forwarding**



**Call Forwarding** OFF

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

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

### Call Forwarding Rules

Listing 4 Call Forwarding rules

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

[Add Call Forwarding Selective Rule](#)

Cancel Save

### Call Forwarding Always

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

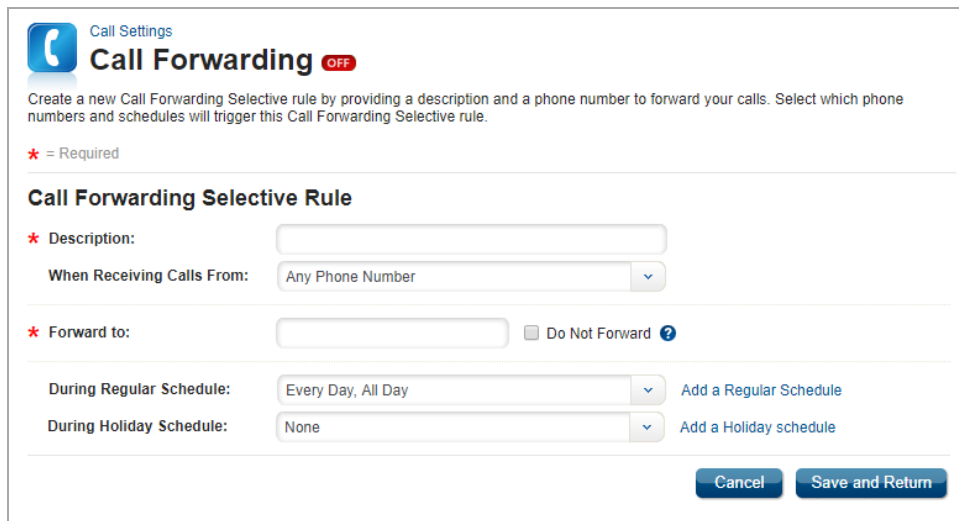
1. Check the **On** box at the left of the **Call Forwarding Selective** option to enable this feature.
2. (Optional) From the **Options/Manage** heading, use the drop-down menu to select whether you want your phone to alert you that you have the Call Forwarding Selective feature activated.
3. If you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

### 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 48: (Add) Call Forwarding Selective Rule**



Call Settings  
**Call Forwarding** OFF

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

\* = Required

**Call Forwarding Selective Rule**

\* Description:

When Receiving Calls From: Any Phone Number

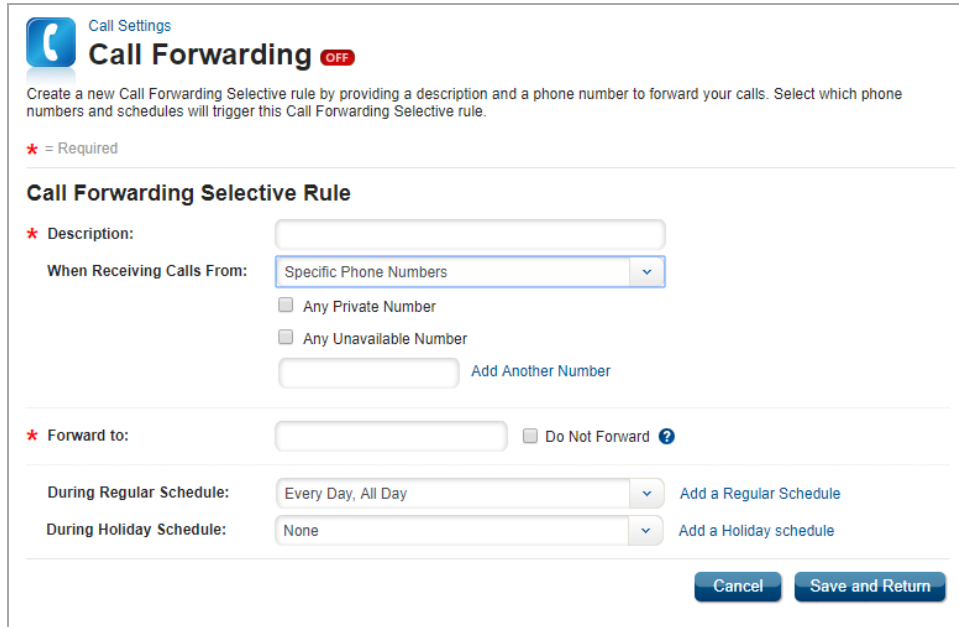
\* Forward to:   Do Not Forward ?

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

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

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



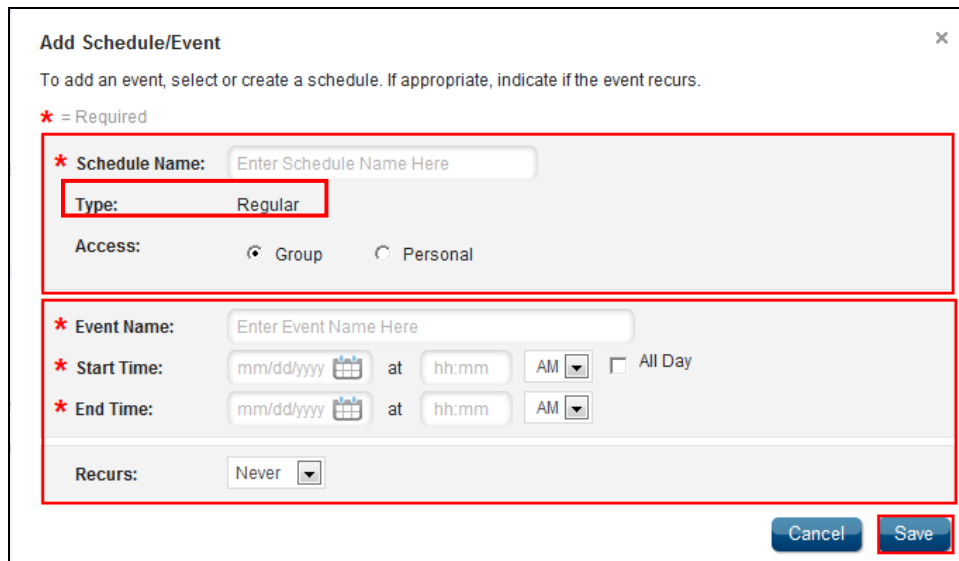
5. Check the **Do Not Forward** box if you do not want to re-route calls.

### Add a Regular and / or Holiday Schedule

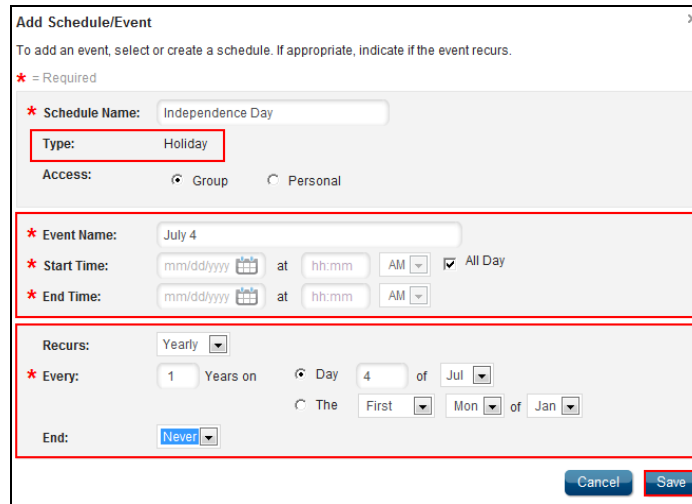
1. From the **During Regular Schedule** and **During Holiday Schedule** drop-down menus, you can select the pre-configured time schedule that you want the Call Selective feature activated.
2. If you need to create a new *regular* or *holiday* schedule, click the **Add a Regular Schedule** or **Add a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

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

**Figure 50: Add Regular Schedule or Holiday Schedule**



**Figure 51: 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

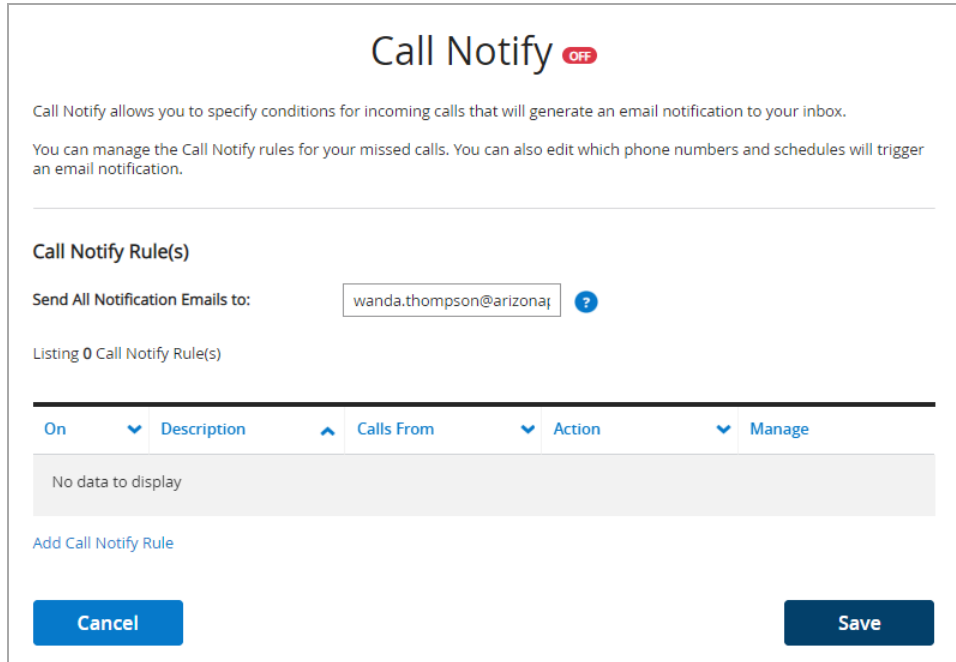
**Call Notify** allows you to specify conditions for incoming calls that trigger email notification.

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 10*), 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 52: Call Notify**

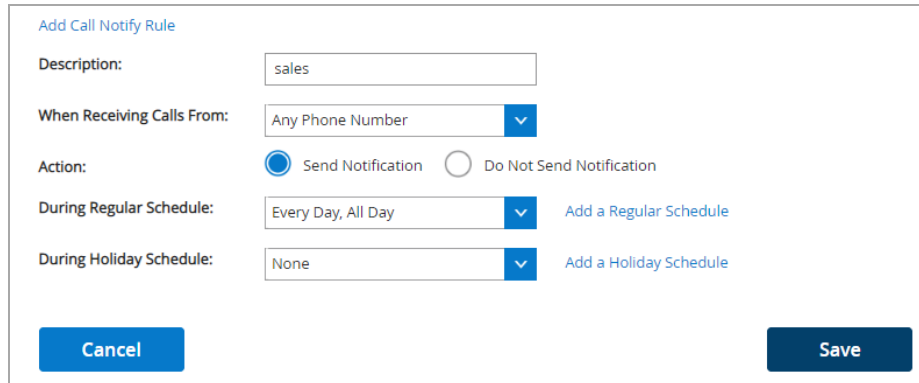


### Call Notify Rule

To create a **Call Notify Rule**:

1. Click the **Add Call Notify Rule** link (see *Figure 52*).  
**Result:** The **Add Call Notify Rule** window appears (see *Figure 53*).
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 52*).
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 53: Add Call Notify Rule**



Add Call Notify Rule

Description:

When Receiving Calls From:  ▼

Action:  Send Notification  Do Not Send Notification

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

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

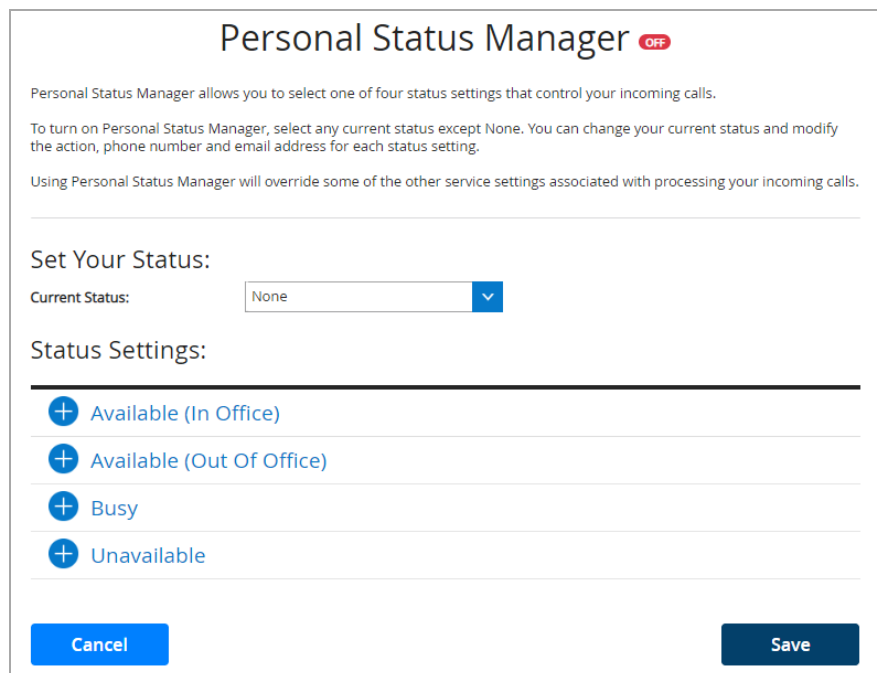
### **Personal Status Manager**

The **Personal Status Manager** feature enables you to use one click to route incoming calls.

Use the following steps to access the Personal Status Manager:

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 10*), click the **Personal Status Manager** 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 **Personal Status Manager** link.  
**Result:** The **Personal Status Manager** window appears.

**Figure 54: Personal Status Manager**



Personal Status Manager OFF

Personal Status Manager allows you to select one of four status settings that control your incoming calls.

To turn on Personal Status Manager, select any current status except None. You can change your current status and modify the action, phone number and email address for each status setting.

Using Personal Status Manager will override some of the other service settings associated with processing your incoming calls.

---

Set Your Status:

Current Status:  ▼

Status Settings:

- Available (In Office)
- Available (Out Of Office)
- Busy
- Unavailable



## Available (In Office)

The **Available (In Office)** setting means that you are at your work place and can accept incoming calls. Use the following steps to set your status as available and in the office.

1. Under the **Set Your Status** section, click the **Current Status** drop-down menu (see *Figure 54*) and select **Available (In Office)**.

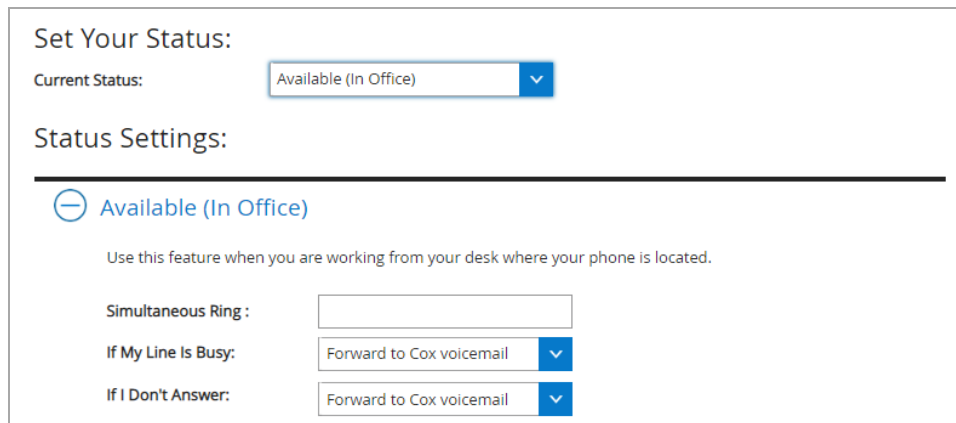
**Result:** The **Available (In Office)** section under **Status Settings** expands so that you can enter more criteria. You can also manually expand each section by clicking the **Show Setting** link.



**Note:** Setting the status to **None** maintains normal call management.

2. In the **Simultaneously Ring** field, enter another phone number to ring with the primary line.
3. Click the **If My Line Is Busy** drop-down menu and select where calls should go if line is busy. The options are **Forward to Cox Voicemail** and **Forward to Other**.
4. If you select the **Forward to Cox Voicemail** or **Forward to Other** drop-down menu, enter a phone number in the field provided.
5. If you select the **If I Don't Answer** drop-down menu, select where calls should route.
6. Click the **Save** button to save your changes.

**Figure 55: Set Your Status Setting – Available (In Office)**



The screenshot shows a web interface for setting status. At the top, it says "Set Your Status:". Below this, there is a "Current Status:" label followed by a dropdown menu currently set to "Available (In Office)". Underneath is a "Status Settings:" section, which is expanded to show a sub-section for "Available (In Office)". This sub-section includes a note: "Use this feature when you are working from your desk where your phone is located." Below the note are three settings: "Simultaneous Ring:" with an empty text input field; "If My Line Is Busy:" with a dropdown menu set to "Forward to Cox voicemail"; and "If I Don't Answer:" with a dropdown menu also set to "Forward to Cox voicemail".

## Available (Out of Office)

The **Available (Out of Office)** setting means that you can receive calls, but you are not in your office.

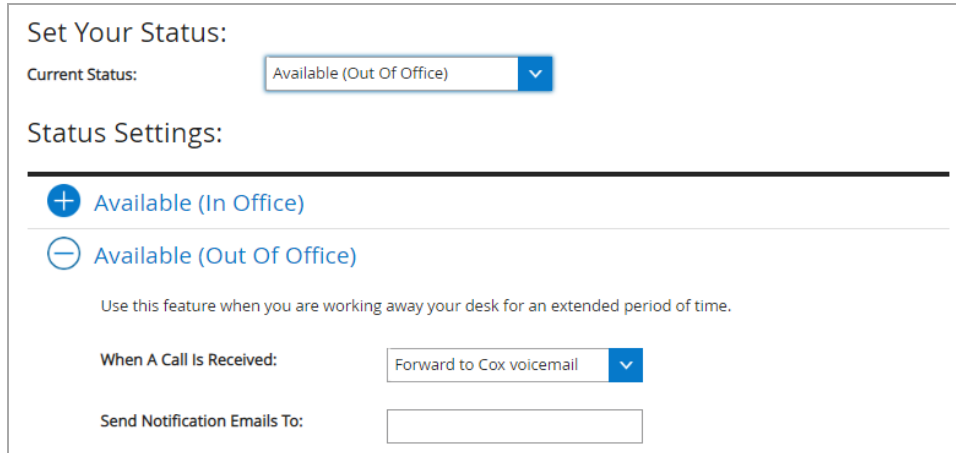
Use the following steps to set your status as available and out of the office.

1. Under the **Set Your Status** section (see *Figure 54*), click the **Current Status** drop-down menu and select **Available (Out of Office)**.

**Result:** The **Available (Out of Office)** section under **Status Settings** expands so that you can enter more criteria. You can also manually expand each section by clicking the **Show Setting** link.

2. Click the **When a Call Is Received** drop-down menu and select where calls should route.
3. Click **Forward to Cox Voicemail** or **Forward to** and enter a phone number in the field provided.
4. Enter an **Email address** in the **Send Notification Emails to** field to receive an alert of a missed call.
5. Click the **Save** button.

**Figure 56: Personal Status Manager – Available (Out of Office)**



The screenshot shows a web interface for setting status. At the top, it says 'Set Your Status:'. Below that, 'Current Status:' is followed by a dropdown menu currently set to 'Available (Out Of Office)'. Underneath is the 'Status Settings:' section, which is expanded to show two options: '+ Available (In Office)' and '- Available (Out Of Office)'. A note below the second option reads: 'Use this feature when you are working away your desk for an extended period of time.' Below this, 'When A Call Is Received:' is followed by a dropdown menu set to 'Forward to Cox voicemail'. At the bottom, 'Send Notification Emails To:' is followed by an empty text input field.

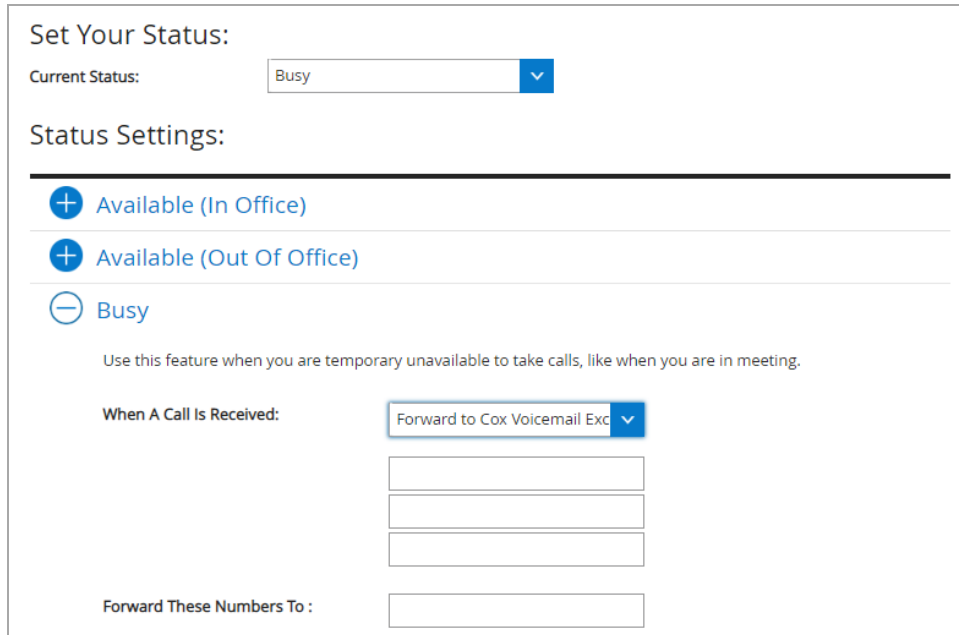
## Busy

The **Busy** status means that you are unable to accept incoming calls.

Use the following steps to set your status as busy.

1. Under the **Set Your Status** section (see *Figure 54*), click the **Current Status** drop-down menu and select **Busy**.  
**Result:** The **Busy** section under **Status Settings** expands so that you can enter more criteria. You can also manually expand each section by clicking the **Show Setting** link.
2. Click the **When a Call Is Received** drop-down menu (*Figure 57*) and select where calls should route:
  - Click the **Forward to Cox Voicemail** to send calls to voicemail.
  - Click **Forward to Cox Voicemail except from specific phone numbers** to specify certain phone numbers.
3. If you click the **Forward to Cox Voicemail except from specific phone numbers** option, the section expands so you can enter up to four phone numbers.
4. In the **Forward These Numbers to** field, enter the phone number to ring for calls that go to the specified numbers.
5. Click the **Save** button to save your changes.

**Figure 57: Personal Status Manager – Busy**



The screenshot shows a web interface for setting a status. At the top, it says "Set Your Status:". Below that, "Current Status:" is followed by a dropdown menu currently set to "Busy". Underneath is a section titled "Status Settings:" with a horizontal line. Below the line are three expandable options: "+ Available (In Office)", "+ Available (Out Of Office)", and "- Busy". The "Busy" option is selected and expanded, showing a sub-section with the text "Use this feature when you are temporary unavailable to take calls, like when you are in meeting." Below this is "When A Call Is Received:" followed by a dropdown menu set to "Forward to Cox Voicemail Exc". There are three empty input fields below this dropdown. At the bottom, there is a label "Forward These Numbers To:" followed by one empty input field.

## Unavailable

The **Unavailable** status means that you are inaccessible and cannot answer incoming calls.

Use the following steps to set your status as unavailable.

1. Under the **Set Your Status** section, click the **Current Status** drop-down menu and select **Unavailable** (see *Figure 54*).  
**Result:** The **Unavailable** section under **Status Settings** expands so that you can enter more criteria. You can also manually expand each section by clicking the **Show Setting** link.
2. Click the **When a Call Is Received** drop-down menu (see *Figure 58*) and select where calls should route.
3. Click **Forward to Cox Voicemail** or **Forward to Cox Voicemail except from specific phone numbers**.
4. If selecting **Forward to Cox Voicemail except from specific phone numbers**, enter up to three phone numbers, then enter the phone number to ring when those numbers are called.
5. Click the **Save** button.

**Figure 58: Personal Status Manager – Unavailable**

**Set Your Status:**

Current Status:  ▼

**Status Settings:**

---

+ Available (In Office)

---

+ Available (Out Of Office)

---

+ Busy

---

- Unavailable

Use this feature outside of business hours, or when you are on vacation or holiday.

When A Call Is Received:  ▼

Forward These Numbers To:

Cancel
Save

### 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 10*), 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 59*).

- 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 59: Sequential Ring Screen**

## Sequential Ring OFF

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

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

---

### Sequential Ring List

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

No. of Rings:  v

Sequence	Phone Number	Answer Confirmation	Rings	Manage
No data to display				

[Add Another Number](#)

---

### Sequential Ring Rules

Listing 0 Sequential Ring Rule(s)

On <span style="font-size: small;">v</span>	Description <span style="font-size: small;">v</span>	Calls From <span style="font-size: small;">v</span>	Action <span style="font-size: small;">v</span>	Manage <span style="font-size: small;">v</span>
No data to display				

[Add Sequential Ring Rule](#)

Cancel
Save

### Add Another Number

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

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

1. Click the **Add Another Number** link (see *Figure 60*). 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**.

- Click the **Save** button.

**Figure 60: Define Call Routing**

**Sequential Ring List**

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

No. of Rings:  ▼

---

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

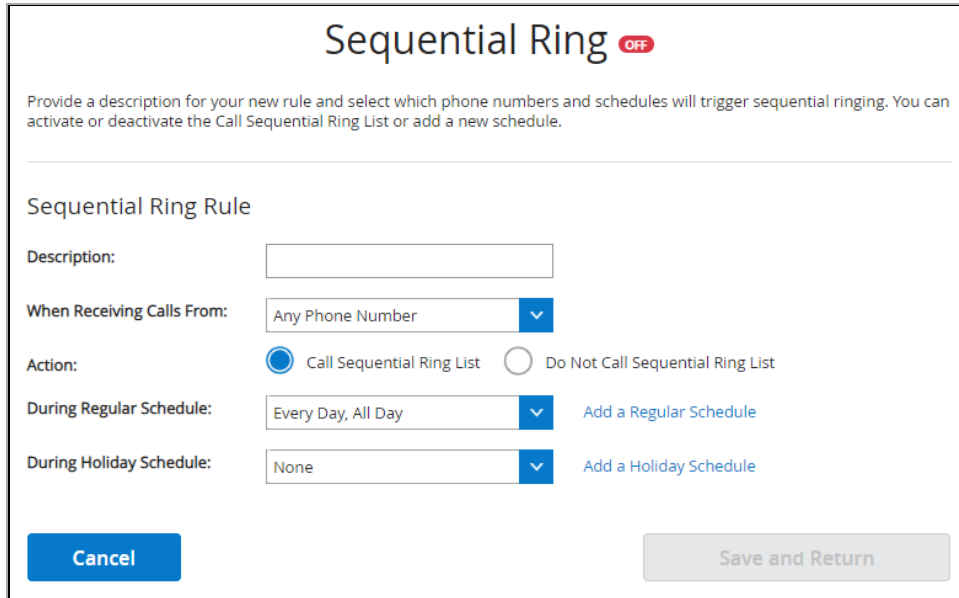
[Add Another Number](#)

### Sequential Ring Rule

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

- Click the **Edit** or **Add Sequential Ring Rule** link (see *Figure 59*) to change or add a new Sequential Ring Rule.
- Enter a **Description** for the rule in the field provided (see *Figure 61*).
- 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**.
- If you select **Specific Phone Numbers**, click the type of phone number (**Any Private Number** or **Any Unavailable Number**) and enter the number.
- Click the **Call Sequential Ring List** or **Do Not Call Sequential Ring List** check box to activate or deactivate this feature.
- Click the **During Regular Schedule** or **During Holiday Schedule** drop-down menus, and select an existing schedule for when the Sequential Ring Rule should apply.
- 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).
- Create separate **Sequential Ring Rules** if both a **Regular** and a **Holiday Schedule** are desired.
- Click the **Save and Return** button.

**Figure 61: 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. It may also be activated or updated using the **VoiceManager Toolbar** which is downloadable from the **Applications** tab.

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 10*), 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 62: Simultaneous Ring List Options**

### Simultaneous Ring OFF

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

---

**Simultaneous Ring List**

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

Do Not Call My List If I Am On a Call

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

[Add Another Number](#)

**Simultaneous Ring Rules**

Listing 0 Simultaneous Ring Rule(s)

On	Description	Calls From	Action	Manage
No data to display				

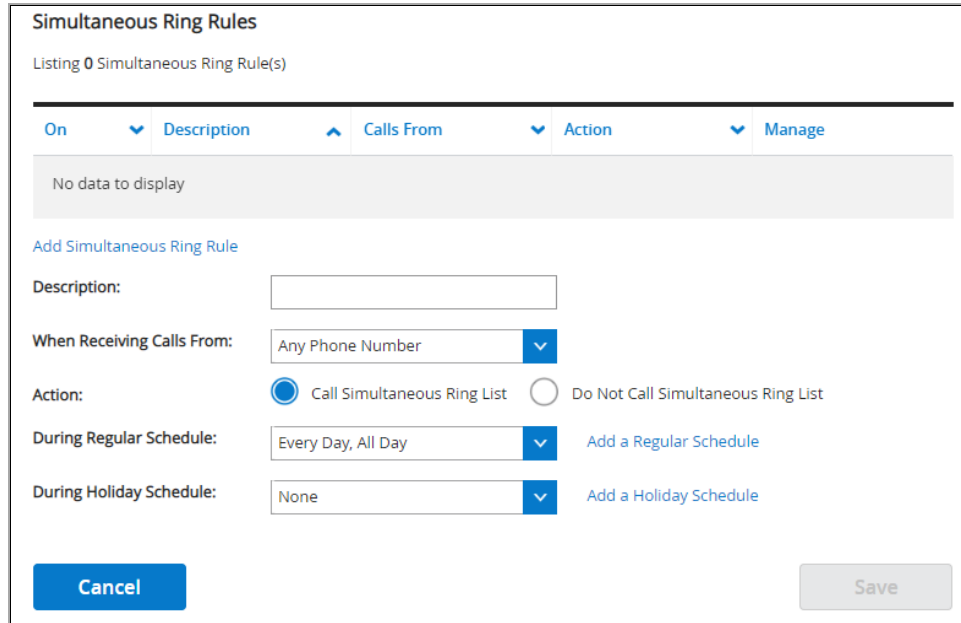
[Add Simultaneous Ring Rule](#)

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.



**Figure 63: Add / Edit Simultaneous Ring Rule**



4. Enter a rule name in the **Description** field (see *Figure 63*).
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.
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.

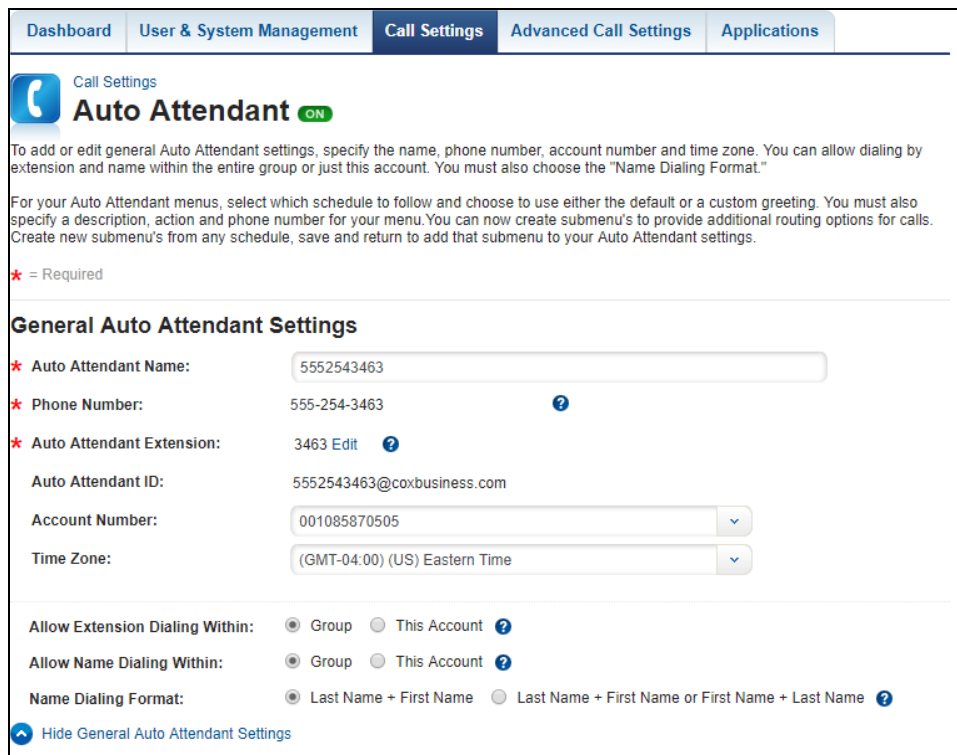


**Note:** You can only add an Auto Attendant to replace one that has been deleted.

To set up, edit or delete Auto Attendant, perform 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 10*), 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.
4. Click the **Auto Attendant** link under the Call Receiving section.
5. Follow the onscreen instructions to set up auto attendant, edit or delete an existing setup, or enable/disable auto attendant.

**Figure 64: Auto Attendant**



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

Call Settings  
**Auto Attendant** ON

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

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

\* = Required

**General Auto Attendant Settings**

\* Auto Attendant Name:

\* Phone Number:  ?

\* Auto Attendant Extension:  Edit ?

Auto Attendant ID: 5552543463@coxbusiness.com

Account Number:  ▾

Time Zone:  ▾

Allow Extension Dialing Within:  Group  This Account ?

Allow Name Dialing Within:  Group  This Account ?

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

Hide General Auto Attendant Settings

For more information, see the VoiceManager Administrator Guide.

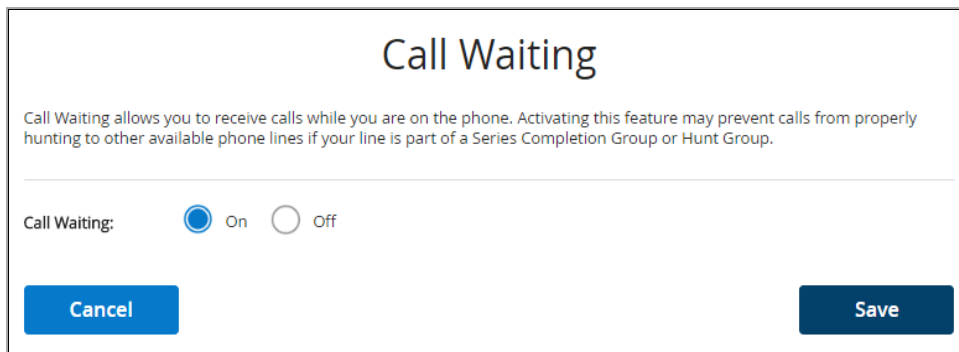
## Call Waiting

**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 10*), 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.
4. Under the **Call Receiving** section, click the **Call Waiting** link.  
**Result:** The **Call Waiting** window appears.
5. Select the **On** radio button to activate the **Call Waiting** feature.
6. Click the **Save** button.

**Figure 65: Call Waiting**



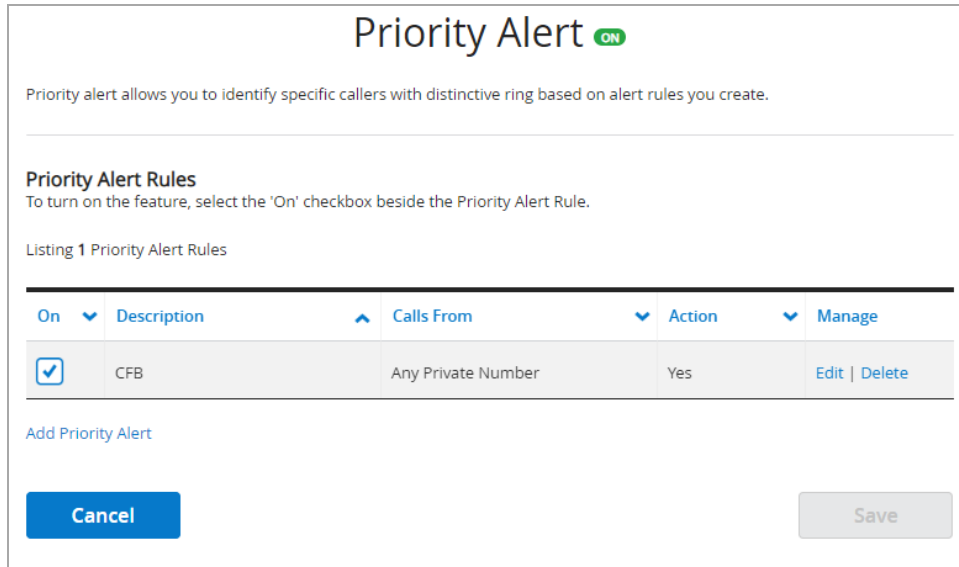
## Priority Alert

**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 10*), 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.
4. Under the Call Receiving section, click the **Priority Alert** link.  
**Result:** The **Priority Alert** window appears.

**Figure 66: Priority Alert Screen**



**Priority Alert** ON

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

---

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

Listing 1 Priority Alert Rules

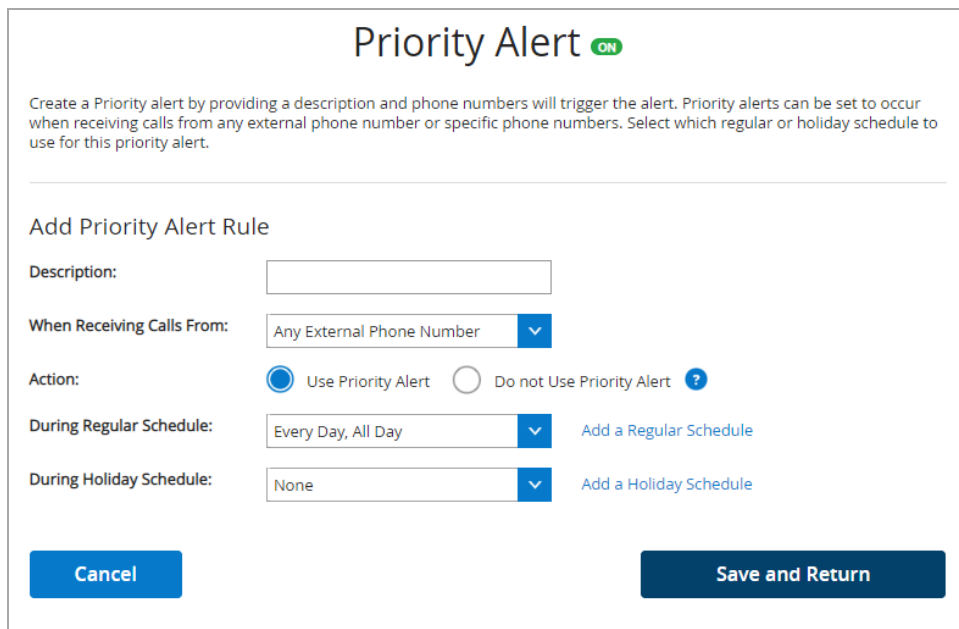
On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	CFB	Any Private Number	Yes	<a href="#">Edit</a>   <a href="#">Delete</a>

[Add Priority Alert](#)

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

1. Click the **Add Priority Alert** link to create a new rule.
2. Enter an explanation for the rule in the **Description** field.

**Figure 67: Add Priority Alert**



**Priority Alert** ON

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

---

**Add Priority Alert Rule**

Description:

When Receiving Calls From:  ▼

Action:  Use Priority Alert  Do not Use Priority Alert ?

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

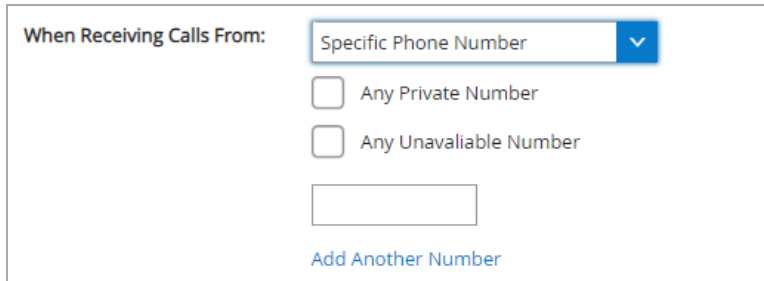
During Holiday Schedule:  ▼ [Add a Holiday Schedule](#)

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

- 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.

**Figure 68: Priority Alert Rule – Specific Phone Numbers**



When Receiving Calls From: Specific Phone Number ▼

Any Private Number

Any Unavailable Number

[Add Another Number](#)

- In the Action field, click the **Use Priority Alert** or **Do Not Use Priority Alert** radio button to define how to treat the call.
- Select when to apply the rule by clicking an option in the **During Regular Schedule** and **During Holiday Schedule** drop-down menus.
- 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.

- 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.
- Click the **On** checkbox (see *Figure 66*) to activate a priority alert rule, and then click the **Save** button.

### **Push to Talk**

**Push to Talk** provides user-to-user intercom service across an enterprise. This service may be used in conjunction with **Instant Call Group** to emulate key system intercom functionality.

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

- Log in to the MyAccount Portal.
- Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
- On the Voice Manager Dashboard (see *Figure 10*), 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.
- Under the **Call Receiving** section, click the **Push to Talk** link.  
**Result:** The **Push to Talk** window appears (see *Figure 69*).

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 69: Push to Talk**

### Push To Talk

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

---

**Auto Answer:**  On  Off ?

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

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

---

**Search:**

**Filter By:** Account(All) v Clear

**Available Users**

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

>

>>

<

<<

**Assigned Users**

- 1, Jason ()


Cancel
Save

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

1. Click in the **Search** field and type the name of a person to search for in the list of **Available Users**.  
Alternatively, click on names from the **Available Users** list.
2. Click the **Add** (➤) or **Add All** (➤➤) button to move one or all to the **Assigned Users** list.
3. Likewise, click the **Remove** (◀) or **Remove All** (◀◀) button to remove users from the **Assigned Users** list and return them to **Available Users**.
4. Click the **Save** button to store settings.  
**Result:** A message indicates the **Push to Talk** settings updated successfully.

### Voice Mail Settings

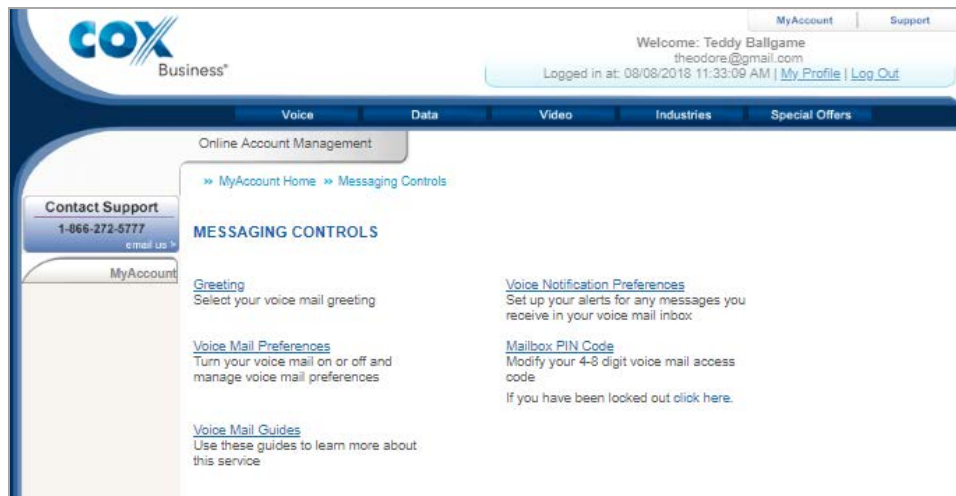
Manage your voice mail settings through the Messaging Controls screen. To access the Messaging Controls screen, do the following:

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 4*).


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

**Figure 70: 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 71*). For help in making selections, hover your mouse cursor over the Help icon  next to the field in question.

**Figure 71: Voice Mailbox Greetings Screen**

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

[MyAccount](#)

**VOICE MAILBOX GREETINGS**

Using VoiceManager<sup>SM</sup>

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

**Extended Absence Greeting** ?

Turn Greeting Off

Turn Greeting On

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

**After Business Hours Greeting** ?

Turn Greeting Off

Turn Greeting On

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

**No Answer Greeting** ?

Turn Greeting Off

Turn Greeting On

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

**Busy Greeting** ?

Turn Greeting Off

Turn Greeting On

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

**All Calls Greeting** ?

Turn Greeting Off

Turn Greeting On

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

**Spoken Name Greeting** ?

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

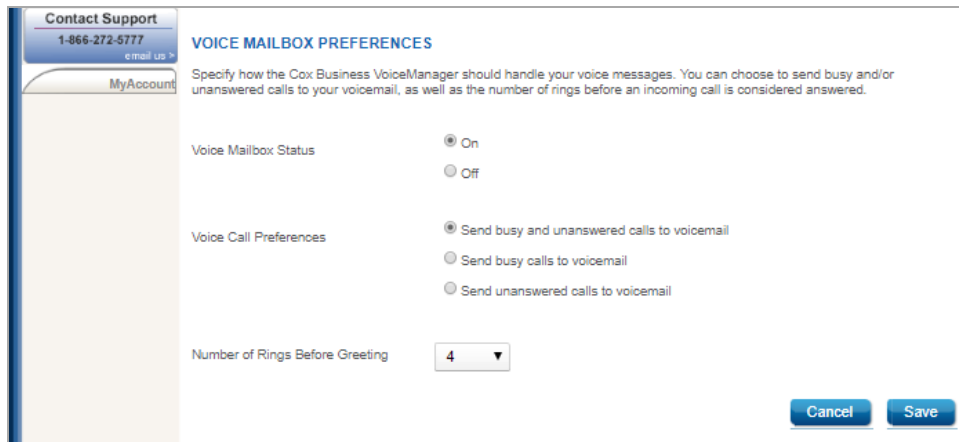
[About Us](#) | [Contact Us](#) | [Privacy Policy](#) | [Acceptable Use Policy](#) | [Residential Services](#) | [Advertise with Us](#)



## 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 70*) to set your voice mailbox preferences.

**Figure 72: Voice Mailbox Preferences**



**VOICE MAILBOX PREFERENCES**

Specify how the Cox Business 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.

Voice Mailbox Status  On  
 Off

Voice Call Preferences  Send busy and unanswered calls to voicemail  
 Send busy calls to voicemail  
 Send unanswered calls to voicemail

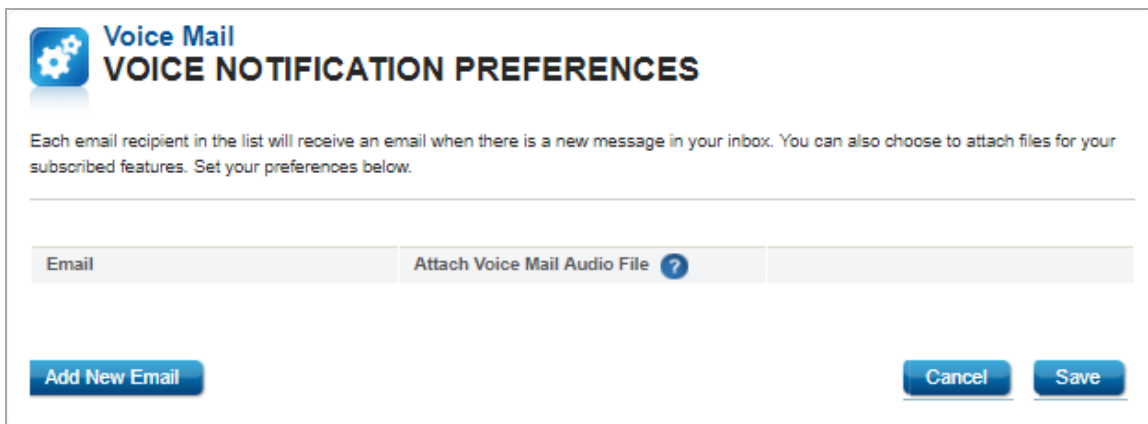
Number of Rings Before Greeting

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

## Voice Notification Preferences

1. Click the **Voice Notification Preferences** link (see *Figure 70*) 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 73*).

**Figure 73: Voice Notifications Preferences**



**Voice Mail**  
**VOICE NOTIFICATION PREFERENCES**

Each email recipient in the list will receive an email when there is a new message in your inbox. You can also choose to attach files for your subscribed features. Set your preferences below.

Email	Attach Voice Mail Audio File <a href="#">?</a>

[Add New Email](#) [Cancel](#) [Save](#)

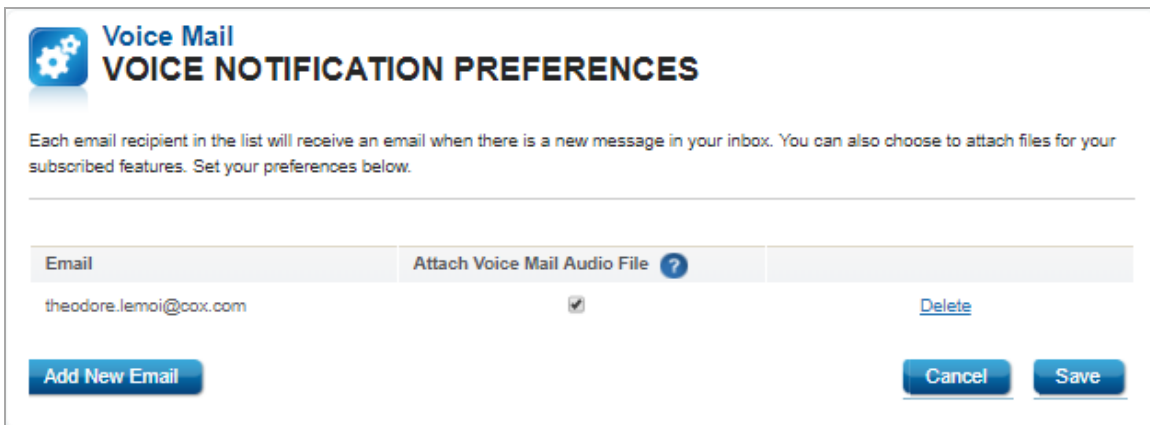
3. Enter the email address you want to link voice notifications to and then click the **Continue** button.

**Figure 74: Add New Email**



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

**Figure 75: Click Checkbox to Add Audio File**

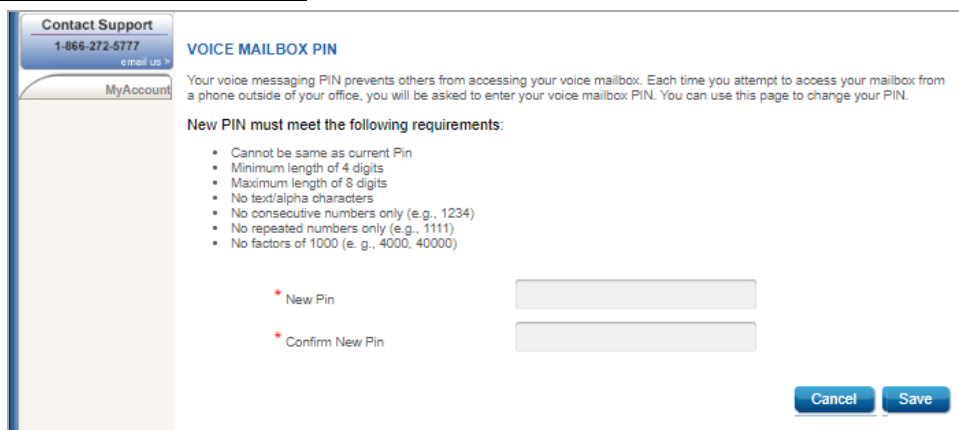


- Click the **Save** button to save your changes.

### 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 70*) to assign a PIN code.

**Figure 76: Voice Mailbox Pin**



## Dial/Redial

### Automatic Callback

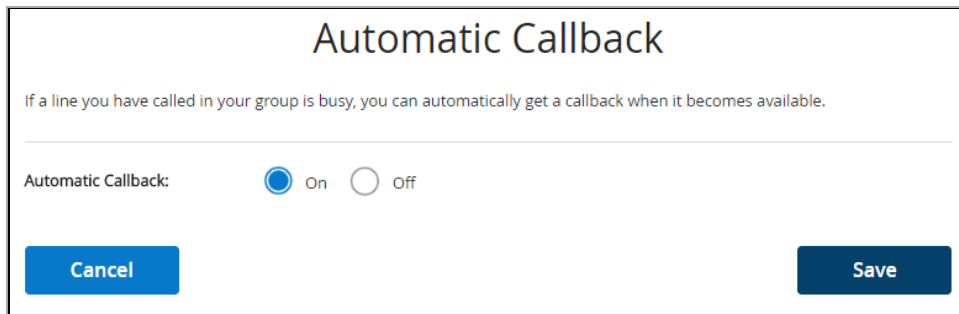
**Automatic Callback** provides notification when a busy line within a group becomes available. This feature is available with the VoiceManager Anywhere package and Unified Communications service.

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 10*), click the **Automatic Callback** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Dial/Redial** section, click the **Automatic Callback**.
5. Select the **On** radio button to activate the feature.
6. Click the **Save** button.

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

**Figure 77: Automatic Callback**



Automatic Callback

If a line you have called in your group is busy, you can automatically get a callback when it becomes available.

Automatic Callback:  On  Off

Cancel Save

### 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.



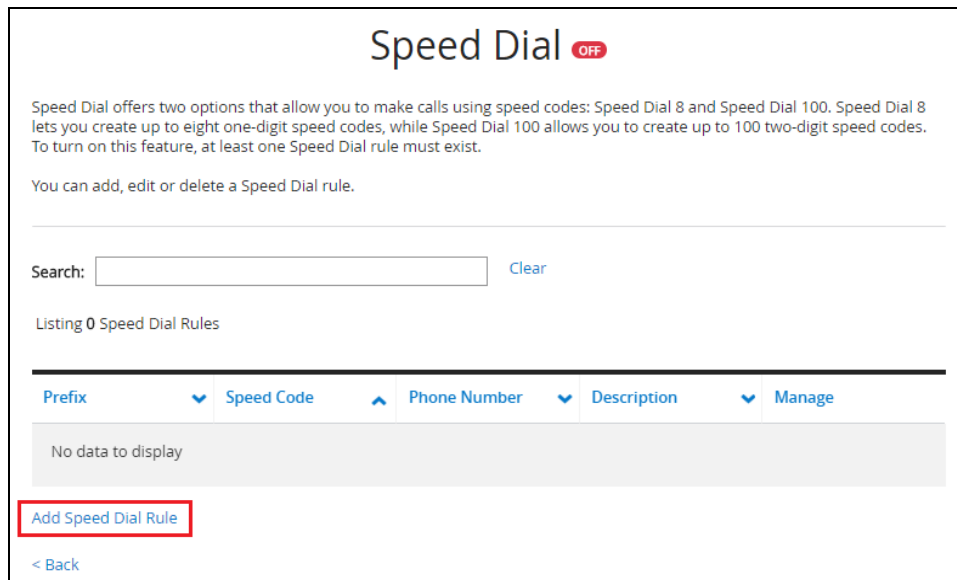
**Note:** To turn on the Speed Dial feature, at least one Speed Dial Rule must exist.

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 10*), click the **Speed Dial** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Dial/Redial** section, click the **Speed Dial** link.
5. To add a speed dial rule, click the **Add Speed Dial Rule** link.

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

**Figure 78: Speed Dial**



**Speed Dial** OFF

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

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

Search:  [Clear](#)

Listing 0 Speed Dial Rules

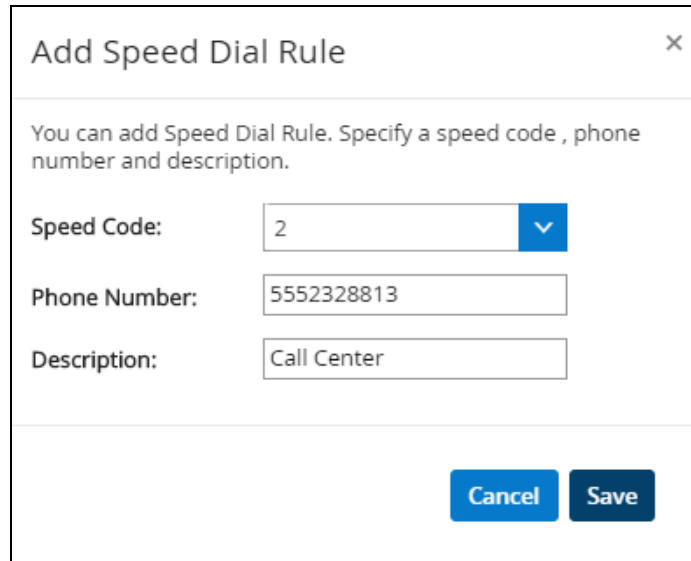
Prefix	Speed Code	Phone Number	Description	Manage
No data to display				

[Add Speed Dial Rule](#)

[< Back](#)

6. In the Add/Edit Speed Dial Rule window (see *Figure 79*), 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 79: Add Speed Dial Rule**



**Add Speed Dial Rule** [X]

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

Speed Code:  [v]

Phone Number:

Description:

[Cancel] [Save]

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

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

**Figure 80: Edit Speed Dial Rule**

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

[Add Speed Dial Rule](#)

[< Back](#)



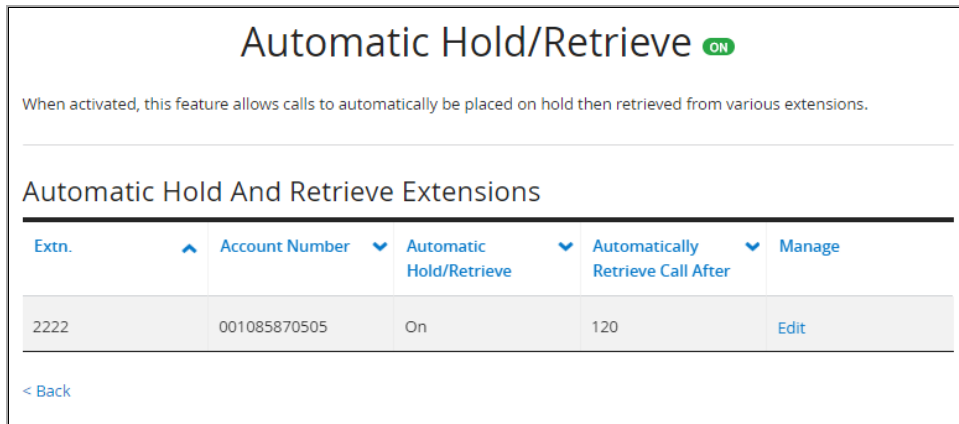
**Note:** Speed Dial numbers may be accessed using a code or the *VoiceManager Toolbar*.

## Hold and Transfers

### Automatic Hold/Retrieve

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

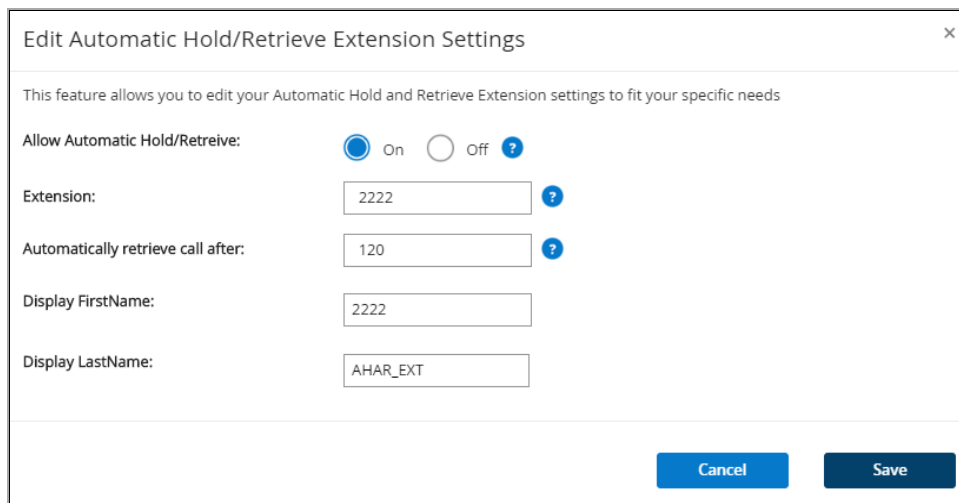
**Figure 81: Automatic Hold/Retrieve**



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 10*), 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 81*) to change settings or disable Automatic Call Hold/Retrieve.

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

**Figure 82: 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.

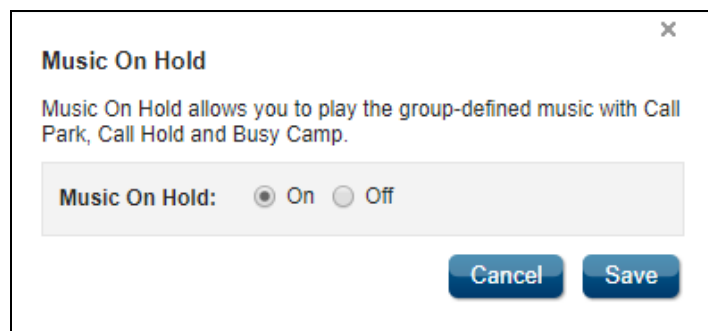


**Note:** Music On Hold Personal Settings overrides any group setting for the feature.

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 10*), 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 83: Activate/Deactivate Music On Hold**



## **Call Park and Directed 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.

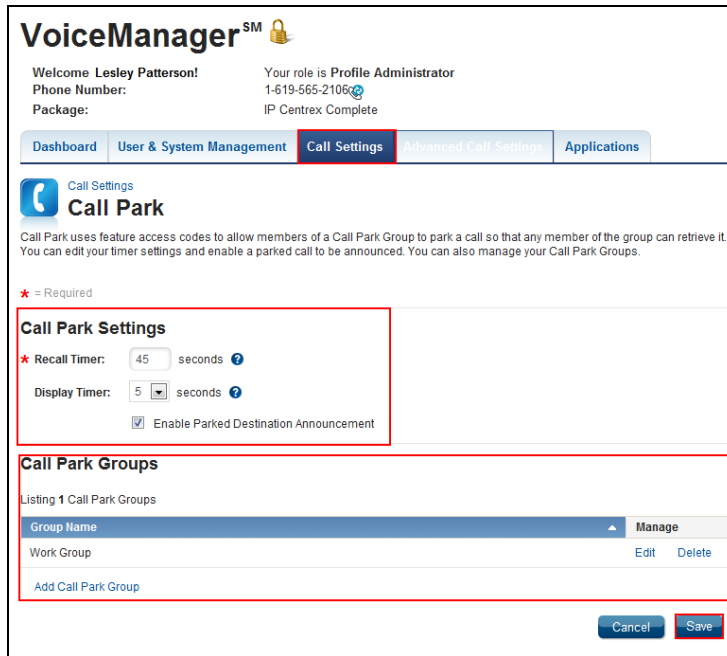
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 10*), click the **Call Park** link under the **Call Settings** category. If the link is not present, click **View More Features** to expand all options available under Call Settings.
4. Under the **Holds and Transfers** section, click the **Call Park**
5. Enter a **Recall Timer** value between 30 and 600 seconds to set the amount of time a parked call waits before being redirected back to the original extension.
6. Click the **Display Timer** drop-down menu to define how long a parked call displays on the phone without being retrieved before it is automatically released.
7. Click the **Enable Parked Destination Announcement** checkbox to announce a call that is parked or waiting.
8. Click a pre-defined Group that can retrieve a parked call from a member of that group.
9. Click the **Save** button.



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



**Figure 84: Call Park**

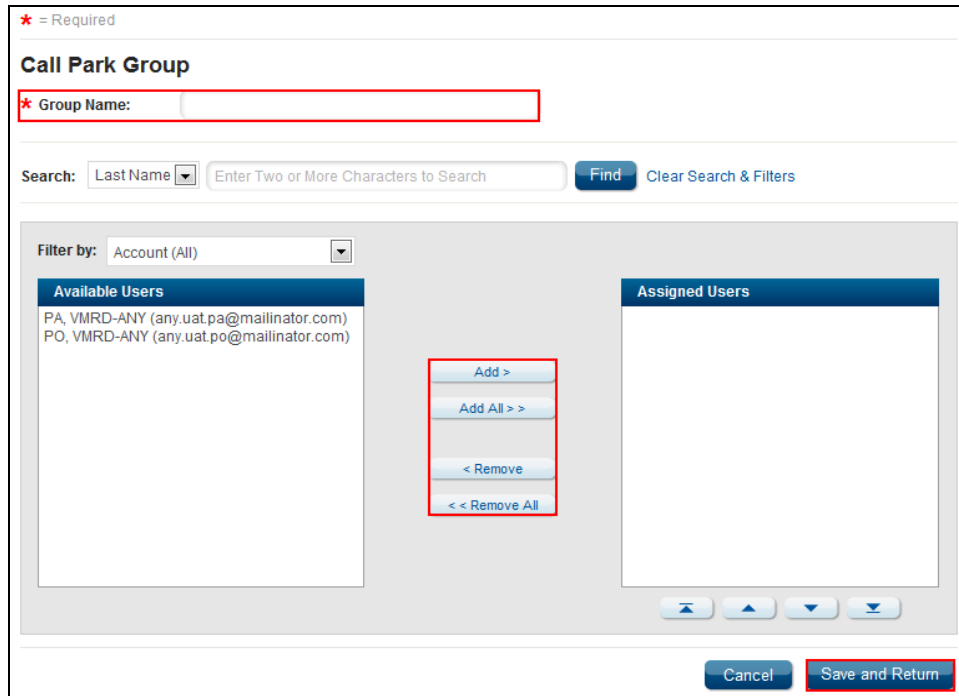


### Add/Edit a Call Park Group

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

1. In the Call Park window (see *Figure 84*), 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 84*) to create a new group.  
**Result:** The Call Park Group Setup window opens.
3. In the Call Park Group Setup window (see *Figure 85*), 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 85: 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.

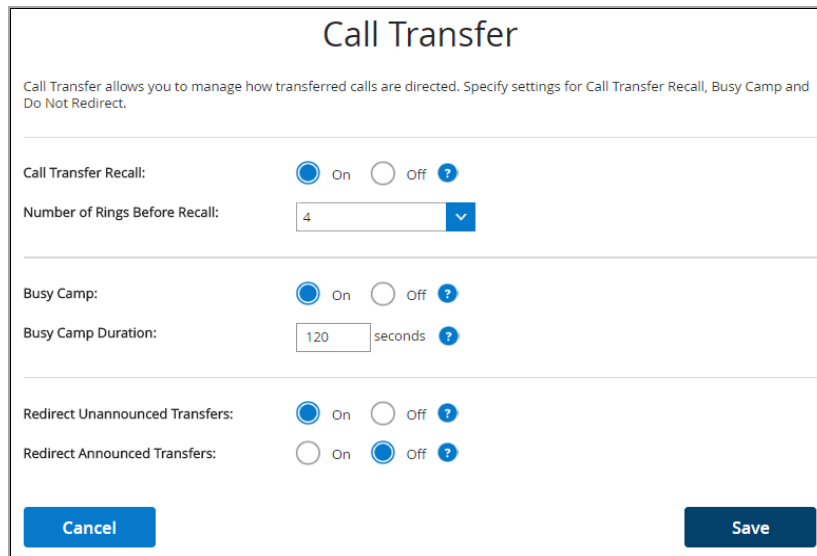


**Note:** You can click the **Save** button after any type of Call Transfer.

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 10*), 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 86*), 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 86: Call Transfer**



Call Transfer

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

Call Transfer Recall:  On  Off ?

Number of Rings Before Recall: 4

Busy Camp:  On  Off ?

Busy Camp Duration: 120 seconds ?

Redirect Unannounced Transfers:  On  Off ?

Redirect Announced Transfers:  On  Off ?

Cancel Save

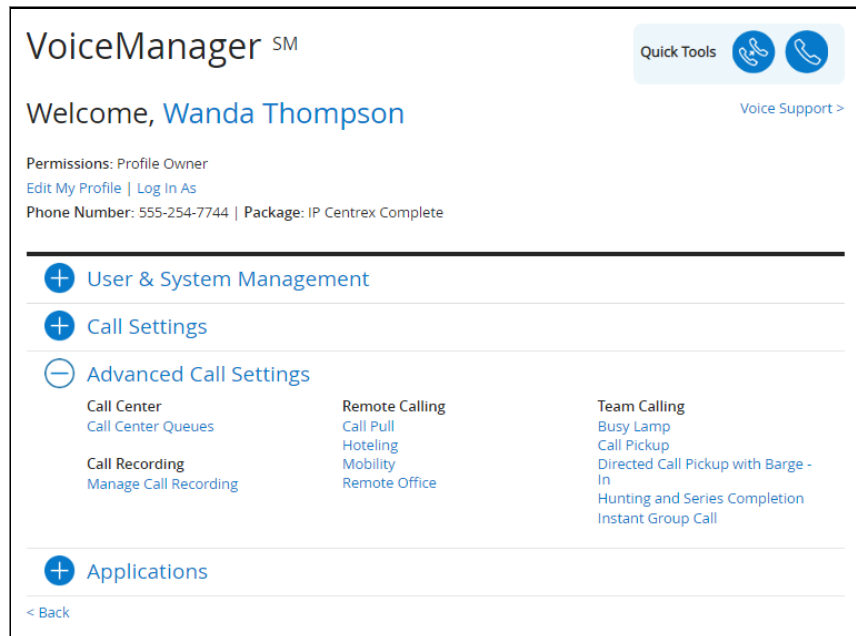
## Advanced Call Settings

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



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

**Figure 87: Advanced Call Settings Tab**



## 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 10*), 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.

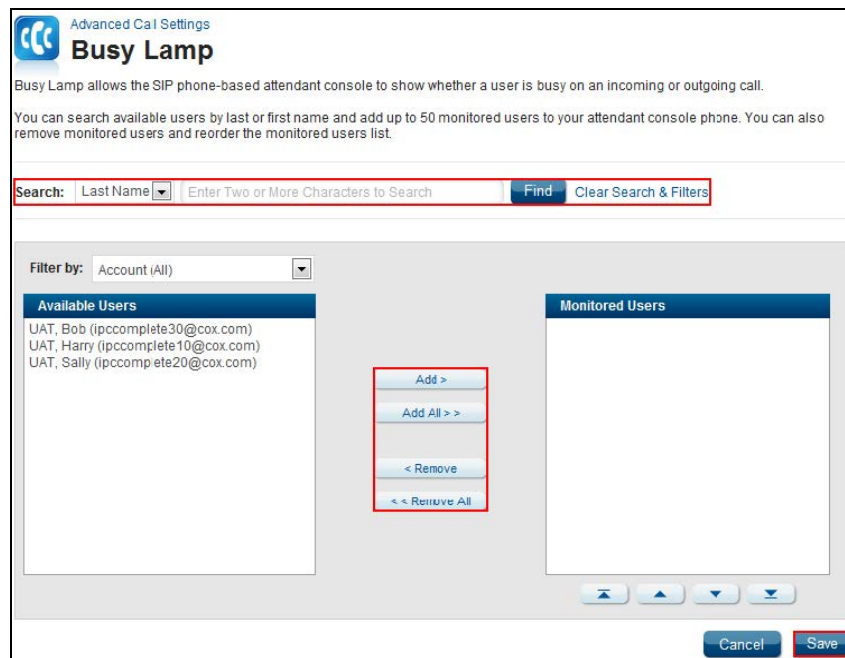
- Click the **Add** or **Add All** button to move one or all to the Monitored Users list. You can also locate a specific user by entering **Search** criteria and clicking the **Find** button.



**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.

- 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**.
- Click the **Save** button.

**Figure 88: Busy Lamp**



## Call Pickup

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

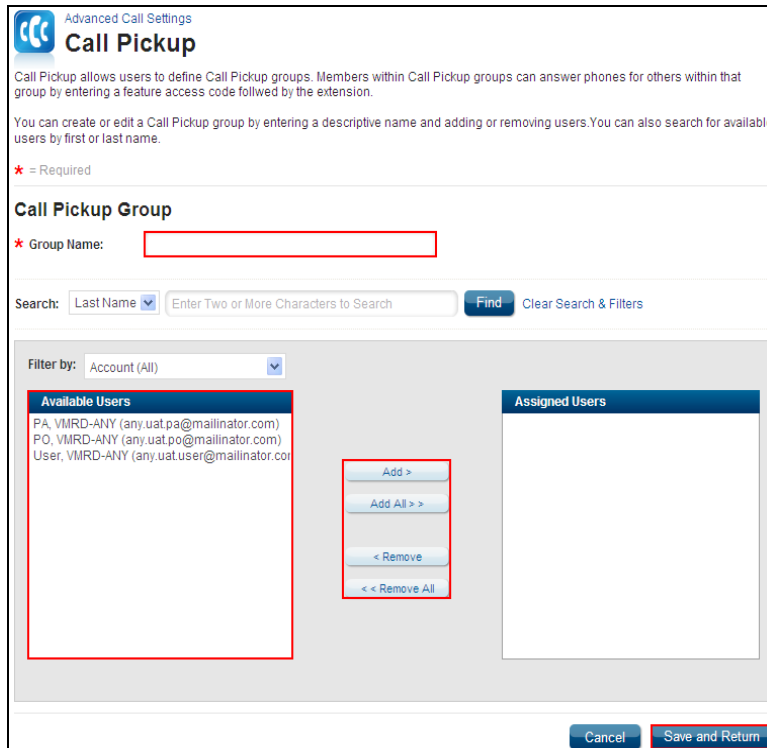
Use the following steps to set up the **Call Pickup** feature:

- Log in to the MyAccount Portal.
- Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
- On the Voice Manager Dashboard (see *Figure 10*), 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 89*), 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 89: Call Pickup**



Advanced Call Settings  
**Call Pickup**

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

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

\* = Required

**Call Pickup Group**

\* Group Name:

Search: Last Name  Find Clear Search & Filters

Filter by: Account (All)

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

Cancel Save and Return

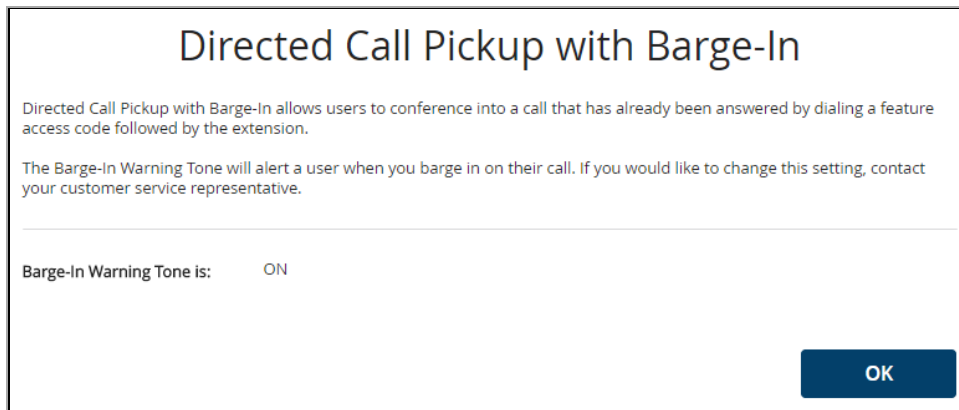
## Directed Call Pickup with Barge-In

**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 90: 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 10*), 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, and IP Centrex service. 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.

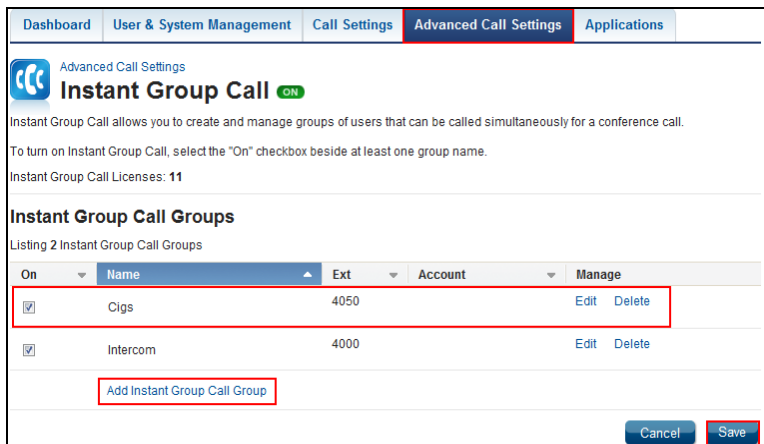
## Instant Group Call

**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 10*), 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 91: Instant Group Call**



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

Advanced Call Settings

**Instant Group Call** ON

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

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

Instant Group Call Licenses: 11

**Instant Group Call Groups**

Listing 2 Instant Group Call Groups

On	Name	Ext	Account	Manage
<input checked="" type="checkbox"/>	Cigs	4050		Edit Delete
<input checked="" type="checkbox"/>	Intercom	4000		Edit Delete

[Add Instant Group Call Group](#)

Cancel Save



## Add an Instant Group Call

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

1. Follow steps 1-5 in the section above.
2. Enter a description in the **Instant Group Name** field.
3. Click the appropriate radio button to choose whether to **Dial by Telephone Number, Extension**, or both **Telephone Number and Extension**.
4. Click the **Phone Number** drop-down menu to select the number for the group.



**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.

5. Click the **Time Zone** drop-down menu and select the correct time.
6. Click the checkbox if you would like to **Enable Maximum Call Time for Unanswered Call** and enter a maximum number of minutes.
7. Click the **Add Another Number** link to create up to 20 phone numbers for an Instant Group Call.
8. 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.

9. 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.
10. 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 92: Add Instant Call Groups**

Advanced Call Settings

### Instant Group Call ON

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

\* = Required

#### General Group Settings

\* Instant Group Name:

\* Extension:

Instant Group ID: 20140730181657313@coxbusiness.com

Time Zone:

#### Instant Group Call Numbers

Enable Maximum Call Time for Unanswered Calls  Minutes ?

Phone Number	Manage
<input type="text" value="5554042639"/>	<a href="#">Clear</a>

[Add Another number](#)

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

Account:

#### Incoming Calling Plan ?

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

Incoming Calling Plan:

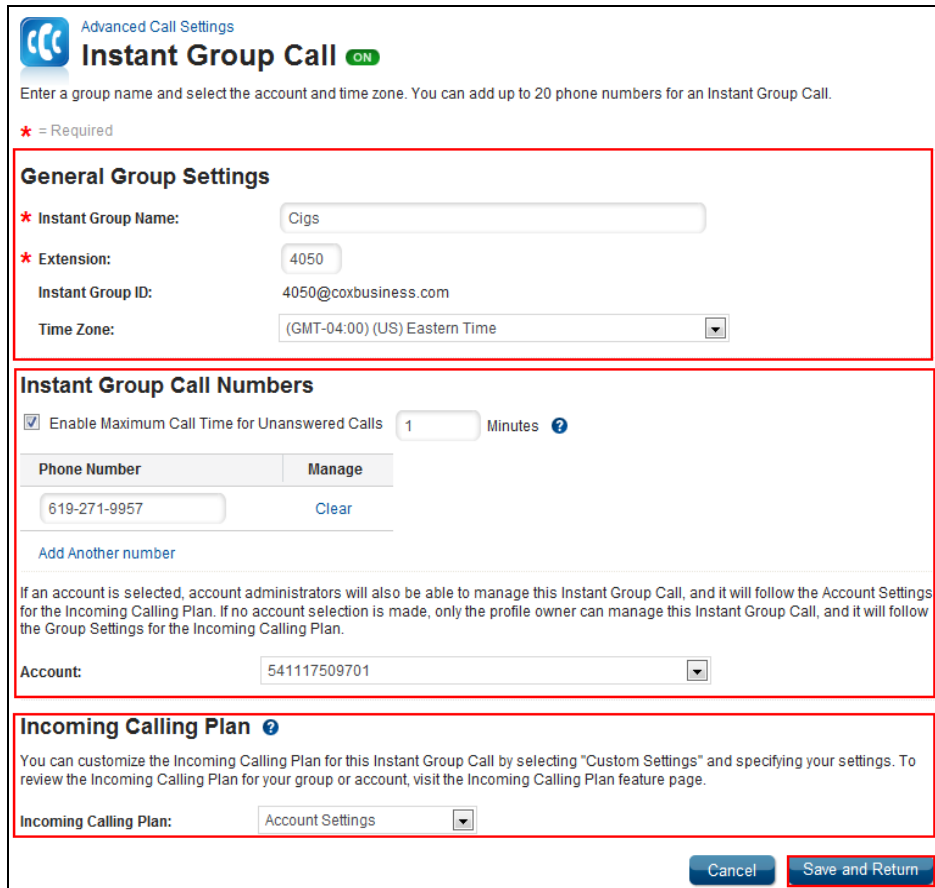
Cancel
Save and Return

### 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 91*).
3. Click the **Edit** link to change an existing group.  
**Result:** The same **Instant Call Group** window appears (see *Figure 93*).
4. Modify the necessary fields.
5. Click the **Save and Return** button.

**Figure 93: Edit Existing Call Group**



Advanced Call Settings

### Instant Group Call ON

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

\* = Required

#### General Group Settings

\* Instant Group Name:

\* Extension:

Instant Group ID: 4050@coxbusiness.com

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

#### Instant Group Call Numbers

Enable Maximum Call Time for Unanswered Calls  Minutes

Phone Number	Manage
<input type="text" value="619-271-9957"/>	<a href="#">Clear</a>

[Add Another number](#)

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

Account:

#### Incoming Calling Plan

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

Incoming Calling Plan:

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 91*).
3. Click the **Save** button.

## Remote Calling

### Call Pull

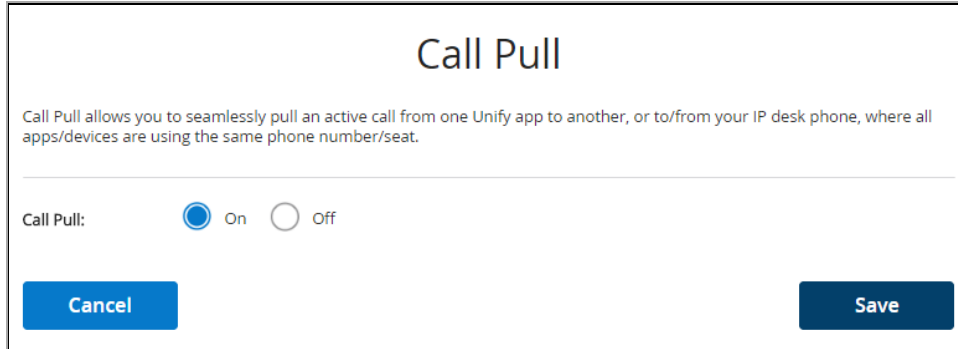
**Call Pull** allows you to pull an active call from one UC app to another, or to/from your desk phone, where all apps/devices are using the same phone number/seat.

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 10*), 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 94: 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. The Hoteling feature is available with IP Centrex service.

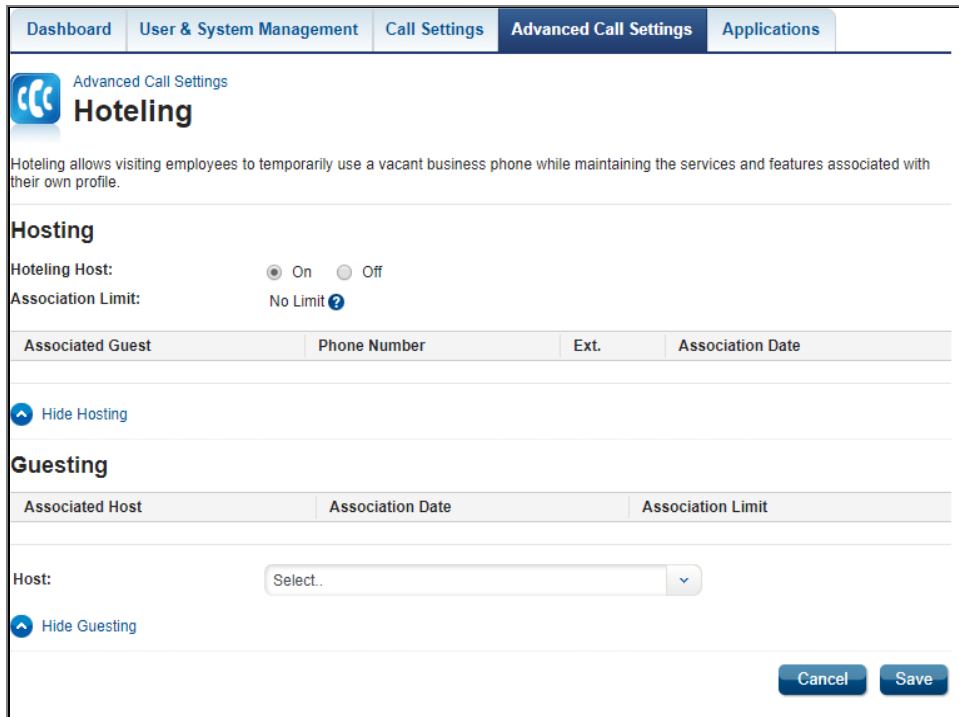
1. Log in to the MyAccount Portal.
2. Click the **Voice Tools** icon in *Quick Tools* or from the *My Services* section of the MyAccount Home screen.
3. On the Voice Manager Dashboard (see *Figure 10*), click the **Hoteling** link under the **Advanced Call Settings** category. If the link is not present, 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 95: Hoteling**



### **Mobility**

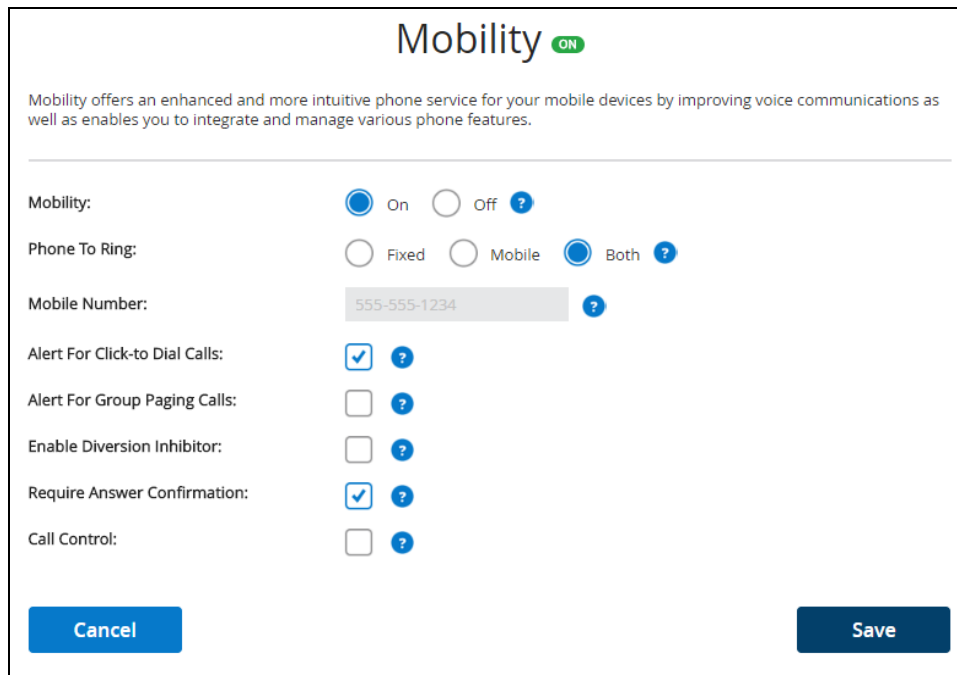
Mobility is a flexible solution that extends the IP Centrex service features transparently to the mobile network. This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

Use the following steps to configure Mobility:

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 10*), click the **Mobility** 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 **Mobility** link.
5. Click the Mobility **On** or **Off** radio button to activate/deactivate the Mobility feature.
6. Click the radio button next to the type of **Phone to Ring**.
7. Enter the mobile number that will receive an alert when the **Mobile** ring or **Both** option is chosen.
8. Click a checkbox to configure the following settings:
  - When **Click to Dial** is activated, you will receive an alert.
  - When **Group Paging** is activated, you will receive an alert.

- **Diversion Inhibitor** prevents calls that have been transferred to your mobile number from being redirected.
- When activated, an **Answer Confirmation** is initiated for calls to the mobile number.
- **Call Control** allows you to provide mid-call service to mobile or terminated calls when activated.

**Figure 96: Mobility**



### **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 10*), 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 97: Remote Office**

**Remote Office** ✕

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

Remote Office:  On  Off

Remote Phone Number:

Save
Cancel


## Call Center

### Call Center Queues

**Call Center Queues** allow high-volume, incoming calls to be automatically routed from a central phone number to a rollover order set by the administrator.

**Figure 98: Call Center Queues**

Dashboard
User & System Management
Call Settings
Advanced Call Settings
Applications



Advanced Call Settings

## Call Center Queues

### Assign Call Centers

Here you are able to join a Call Center Queue if permitted by your administrator.

Call Center Settings for Harvey, Sarah (478-254-5956)

Service Assigned: Standard

Guard Timer Setting: ? Default

### Assigned Call Centers

Listing 0 Call Centers

Join	???call_center_grid_personal_column_desc???	Type	Phone Number	Ext.

Cancel
Save

## Applications

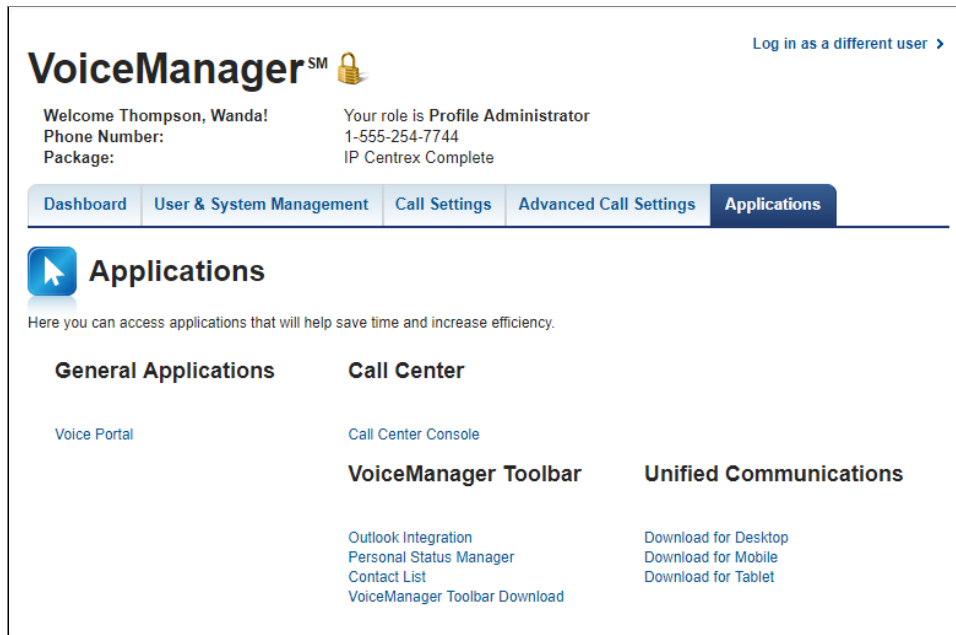
The **Applications** tab enables you to access and download additional tools associated with VoiceManager. Application categories include:

- General Applications
- Call Center
- VoiceManager Toolbar
- Unify



**Note:** The available applications depend on the service package that was purchased for your account and the role you have been assigned.

**Figure 99: Applications Tab**



## General Applications

### Voice Portal

**Voice Portal** provides an interactive voice response application that you can call from any phone to manage services, voice mailboxes, or change passwords.

Use the following steps to access the **Voice Portal** application:

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.



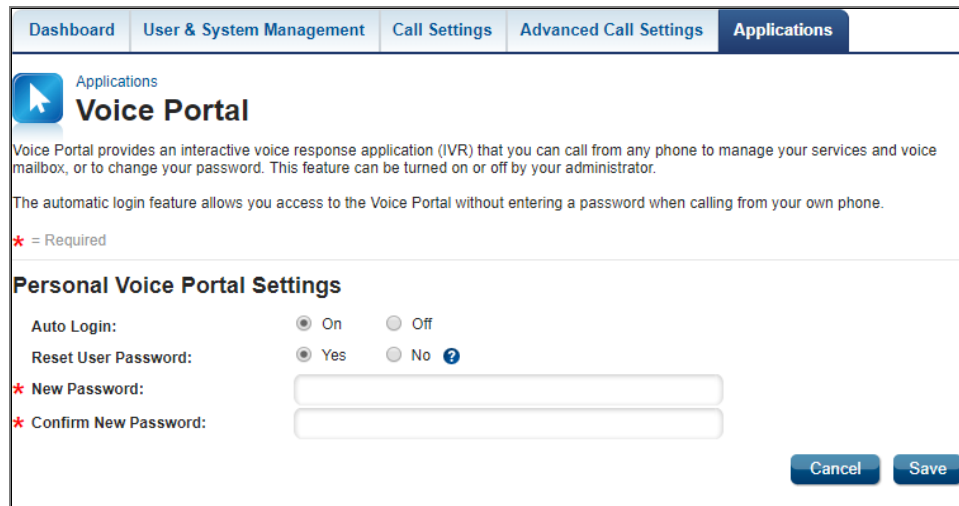
3. On the Voice Manager Dashboard (see *Figure 10*), click the **Voice Portal** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.
4. Under the **General Applications** section, click the **Voice Portal** link.



**Note:** For employees to access **Voice Portal**, Administrators must click the **Voice Portal On** radio button under **Group Voice Portal Settings** to activate the feature.

5. Under **Personal Voice Portal Settings**, click the **Auto Login On** radio button to access **Voice Portal** without entering a password when calling from your own phone.  
**Result:** You can now dial **9999** to access **Voice Portal** from your office phone.
6. Click the **Reset User Password Yes** radio button to change an existing password.
7. Enter the **New Password** in the field provided.
8. Re-enter the password in the **Confirm New Password** field.
9. Click the **Save** button.

**Figure 100: Voice Portal**



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

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. This feature can be turned on or off by your administrator.

The automatic login feature allows you access to the Voice Portal without entering a password when calling from your own phone.

\* = Required

**Personal Voice Portal Settings**

Auto Login:  On  Off

Reset User Password:  Yes  No ?

\* New Password:

\* Confirm New Password:

Cancel Save

To access **Voice Portal** from an external line, dial the outside **Voice Portal** number provided to your company by Cox Business, and enter your 10-digit office telephone number and password. There are five edit options from which to choose (shown in the table below).

Option	Action
2	Change your Personal Status Manager features.
3	Change or record your name.
4	Change your Call Forwarding All Calls Feature.
6	Make an outbound call using your company calling line ID.
8	Change your Voice Portal password.

## Call Center

The Call Center Standard is a carrier-class, communications management product for Call Center agents and supervisors who use the Cox Business IP Centrex hosted voice platform.

Call Center Standard gives Call Center Agents and Supervisors a robust platform from which to handle calls (through automatic call distribution), view historical and real-time reports, and monitor queue activity.

### **Call Center Console**

Use the following steps to log in to the Call Center Console:

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 10*), click the **Call Center Console** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.
4. Under the **Call Center** section, click the **Call Center Console** link.
5. Enter your MyAccount **User ID** and **Password**.

## VoiceManager Toolbar

The **VoiceManager Toolbar** enables you to manage your incoming and outgoing messages, maintain up-to-date connection information, and configure controls on your calls and voice mail.

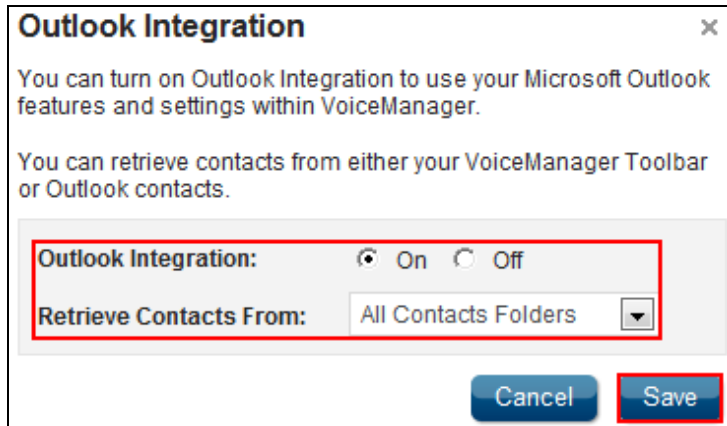
Features includes:

- Outlook Integration
- Personal Status Manager
- Contact List
- VoiceManager Toolbar Download

## Outlook® Integration

**Outlook Integration** enables the use of personal contact lists with the VoiceManager Toolbar, Receptionist Console, and Personal and Group directories. Outlook Integration is available with VoiceManager Office and Anywhere packages, and IP Centrex service.

**Figure 101: Outlook Integration Set Up**



Use the following steps to add your personal contact lists with the following applications: **VoiceManager Toolbar**, **Receptionist Console**, and **Personal** and **Group** directories.

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 10*), click the **Outlook Integration** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.
4. Under the **VoiceManager Toolbar** section, click the **Outlook Integration** link.
5. Click the **Outlook Integration On** radio button to enable the feature.
6. Click the **Retrieve Contacts From** drop-down menu to select the contact list to reference when making calls:
  - All Contacts Folders - VoiceManager Toolbar and Outlook Contacts, or
  - Default Contacts Folder – VoiceManager Toolbar only.
7. Click the **Save** button.

## Personal Status Manager

The **Personal Status Manager** enables you to route calls based on your selected status. See the section covering *Personal Status Manager* under **Call Forwarding** for more information.

## Contact List

A **Personal Phone List** allows you to conduct teleconference calls for a maximum of 15 telephone numbers, without the need for any special configuration.

Use the following steps to add or edit your **Personal Phone List**.

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 10*), click the **Contact List** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.
4. Under the **VoiceManager Toolbar** section, click the **Contact List** link.  
**Result:** The Contact List screen opens.

**Figure 102: Contact List**

## Contact List

Contact List allows you to personalize and manage your "Personal Contact List." Administrators can also manage the "Common Contact List." You can choose to add contacts one at a time or by importing a contact list.

[Import Contact List ?](#)

---

⊖ **Common Contact List**

Listing 516 Contacts

Name	Phone Number	Manage
Mail Room	5557577	<a href="#">Edit</a>   <a href="#">Delete</a>
Cafeteria	5554544	<a href="#">Edit</a>   <a href="#">Delete</a>
Conference Room 1	5555557	<a href="#">Edit</a>   <a href="#">Delete</a>
Conference Room 2	5551321	<a href="#">Edit</a>   <a href="#">Delete</a>
Conference Room 3	5551999	<a href="#">Edit</a>   <a href="#">Delete</a>
Conference Room 4	5555454	<a href="#">Edit</a>   <a href="#">Delete</a>

⏪ < 1 2 3 4 5 > ⏩

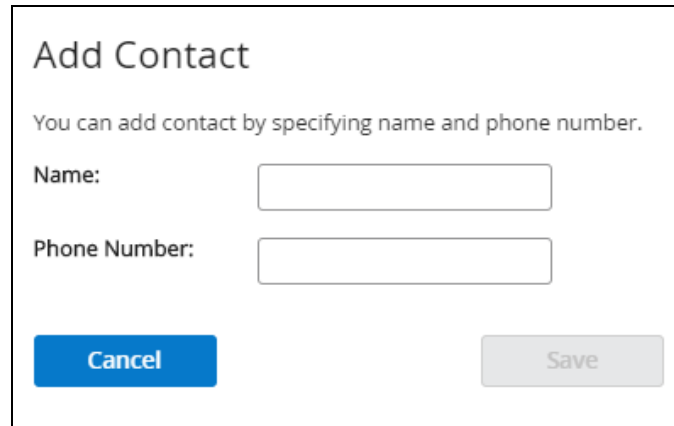
[Add Common Contact](#)

---

⊕ **Personal Contact List**

5. To add a new contact, click the plus symbol ⊕ to expand the **Personal Contact List**, and then click **Add Personal Contact** link.  
**Result:** The **Add Contact** screen opens.
6. Enter the contact's name and phone number, and then click the **Save** button.

**Figure 103: Add Contact Window**



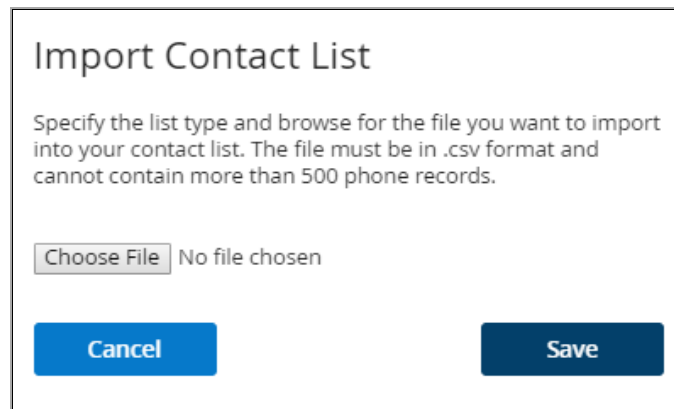
The 'Add Contact' window has a title bar at the top. Below the title, there is a subtitle: 'You can add contact by specifying name and phone number.' There are two input fields: 'Name:' followed by a text box, and 'Phone Number:' followed by a text box. At the bottom, there are two buttons: a blue 'Cancel' button on the left and a grey 'Save' button on the right.

7. To import a contact list from a saved file, click the **Import Contact List** link (see *Figure 102*).

**Result:** The Import Contact List screen opens.

- a. Specify the list type and browse for the file you want to import into your contact list.
- b. Click the **Save** button.

**Figure 104: Import Contact List**



The 'Import Contact List' window has a title bar at the top. Below the title, there is a subtitle: 'Specify the list type and browse for the file you want to import into your contact list. The file must be in .csv format and cannot contain more than 500 phone records.' Below the subtitle, there is a 'Choose File' button followed by the text 'No file chosen'. At the bottom, there are two buttons: a blue 'Cancel' button on the left and a dark blue 'Save' button on the right.

### ***VoiceManager Toolbar Download***

**VoiceManager Toolbar** provides user controls to access voice services. The toolbar enables users to make and accept telephone calls and change telephone settings from within Microsoft Outlook and Internet Explorer.

Use the following steps to add the **VoiceManager Toolbar** application to your computer.

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 10*), click the **Voice Manager Toolbar Download** link under the **Applications** category. If the link is not present, click **View More Features** to expand all options available under Applications.

4. Under the **VoiceManager Toolbar** section, click the **VoiceManager Toolbar Download** link.

## Additional Options

### ***Enabling/Disabling Call Recording\****

This function is available on the Cisco SPA525G2 phone model only. Furthermore, a USB drive is required for the Call Recording feature to work and is not included with the phone.



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

### **USB Set Up**


1. Press the **Setup** button.
2. Select **MP3 player** to access music files.
3. Press the Setup button, **User Preferences**, Screen Preferences, and Screen Save Settings to set up phone frame options.

Bluetooth and USB capabilities are available in the Cisco SPA525G2 model only.

The USB drive must be plugged in to the SPA525G2 phone's port, located at the top of the phone, before the Call Recording feature can be configured. Once Call Recording is configured, it displays as a softkey.

### **Configure Call Recording**

Use the following steps to configure the **Call Recording** feature on the phone.

1. Press the folded screen icon  to the right of the keypad.
2. Select User Preferences.
3. Select Call Recording Configuration.
4. Enable **Record Audio Mode** with the 4-way navigation button by toggling the indicator to the checkbox. To disable, set the indicator to the **red dash**.
5. Use the arrow keys to select **Enable Record Beep Reminder** indicator checkbox. To disable, set the indicator to the red dash. While enabled, a beep is played to both parties every 30 seconds while the call is being recorded.
6. Press the **Save** softkey.



**Important:** The customer is responsible for complying with all applicable laws.

## Starting/Stopping Call Recording

Figure 105: SPA525G2 Record Now Softkey




1. Once **Call Recording** is enabled and a USB drive is attached to the phone's USB port, the call recording softkey displays on the second screen of soft keys.
2. Press the **right arrow navigation** button to go to the second screen of softkeys.
3. Press the **RecNow** softkey to start recording.
4. Press the **StopRec** softkey to stop recording a call.



**Important:** The customer is responsible for complying with all applicable laws.

## Playback Recorded Calls

1. Press the folded screen icon  to the right of the keypad.
2. Select Call Recordings.
3. Select the recording to playback from the list of call recordings.
4. During playback, press the **up / down arrow keys** to select the audio playback device: Speaker, Handset Receiver, or headset.
5. During playback, press the **left / right arrow keys** to playback the previous or next call recording.
6. The USB drive can be removed from the phone and inserted into a computer for reviewing or managing call recording files. Each recorded call is a .wav file and is saved in a folder called call\_records.
7. The filename for each call recording file includes the caller ID of both parties (when available) and the date and time of the recorded call (based on the date/time settings of the Cisco SPA525G2).





**Important:** The customer is responsible for complying with all applicable laws.

### ***Cisco SPA500DS Digital Key Expansion Module***

The Cisco SPA500DS Digital Key Expansion Module (KEM) displays the current call status of specific extensions (users) and is used for transferring calls to them. A KEM is designed to be installed on the handset of one (or a few) front office receptionists to help them route incoming calls. The buttons are defined within Unified Communications by Cox Business; and you have the option to program unused buttons as speed dials from the KEM itself.

**Figure 106: Digital Key Expansion Module Cisco SPA500DS**



For steps on how to set up and use the Cisco SPA500DS Digital Expansion Module, click the link to reference the [Quick Start Guide](#).

### ***Polycom VVX Digital Key Expansion Module***

The Polycom VVX Digital Key Expansion Module (KEM) displays the current call status of specific extensions (users) and is used for transferring calls to them. A KEM is designed to be installed on the handset of one (or a few) front office receptionists to help them route incoming calls. The buttons are defined within Unified Communications by Cox Business; and you have the option to program unused buttons as speed dials from the KEM itself.

**Figure 107: Polycom VVX Key Expansion Module**



For steps on how to set up and use the Polycom VVX Digital Expansion Module, click the link to access the [Quick Start Guide](#).

### ***Last Number Redial***

The **Last Number Redial** feature enables you to use the keypad on your phone to dial your last outgoing number.

To re-dial the number, pick up your phone handset and press \*66#.



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

### ***Multi Location Extension Dialing***

Unified Communications customers with locations in other Cox Business markets can dial a 4-digit extension to reach employees in those locations. Local or long-distance usage charges do not apply.



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



### ***Multicast Paging***

The *Multicast Paging* feature is used to make an audio announcement via the speaker phone of all handsets.



**Important:** This feature can be used with the Cisco SPA Series handsets that are on the same Local Area Network (LAN) and behind the same EdgeMarc device.


Use the following instructions to *make a Multicast screen on the Cisco SPA Series phones*.

1. Lift the handset or press the headset icon () or the speaker icon () .
2. Dial **800**.  
**Result:** A beep sounds through the speaker of the target phones and allows you to make a “one-way” announcement to the specific phones.
3. Hang up the handset to end the screen.

### ***Auto Answer for Multicast Screens***

The **Auto Answer** feature, included on all Cisco SPA series phones, spontaneously answers incoming multicast announcements. However, if you have a SPA525G2 Cisco model phone, you can disable the function.




Use the following steps to activate and deactivate the Auto Answer feature on the phone.

4. Press the **Setup** button ()
5. Scroll to **User Preferences** to select.
6. Scroll to **Select Call Preferences** to select.
7. Select the **Auto Answer Screen** option.
8. Press the **right-arrow** or **left-arrow** navigation button to place a checkmark to enable this feature. Select a minus sign (-) sign to disable the feature.
9. Press **Save**.

### ***Enable Bluetooth***






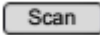



**Important:** This feature can be used with the Cisco SPA525G2 model phone only.

1. Press .
2. Select User Preferences.
3. Select Bluetooth Configuration.
4. Press the right arrow on the four-way navigation button () to turn Bluetooth **On**.
5. Press .

## Bluetooth Headset Configuration



**Important:** This feature can be used with the Cisco SPA525G2 model phone only.

1. After enabling Bluetooth, press .
2. Select User Preferences.
3. Select Bluetooth Configuration.
4. Scroll to **Bluetooth Mode** and press the right arrow on the four-way navigation button  to select one of these two options:
  - a. **Phone:** Select this option if you will **not** use the Cisco SPA525G2 with a Bluetooth-enabled mobile phone.
  - b. **Both:** Your Cisco SPA525G2 can use a Bluetooth headset, or operate with your Bluetooth-enabled mobile phone. If multiple Bluetooth devices are in range, the device with a higher priority is enabled first.
5. Scroll to **Bluetooth Profiles** and press the right arrow on the four-way navigation button  to open the profile screen.
6. Press  to scan for your headset. If the device is not detected, ensure the headset is powered on and has been Bluetooth enabled, then retry the scan.
7. In the list of found devices, select your headset and press  to edit the profile.
8. Scroll to **PIN** and enter the **PIN** for your Bluetooth headset.
9. Scroll to **Connect Automatically** and press the right-arrow on the four-way navigation button  to select **On**.
10. Press .

## Bluetooth Mobile Phone Configuration (Mobile Link)

The **Mobile Link** feature allows you use the handset receiver and speaker phone of the Cisco SPA525G2 with your mobile phone by pairing them together via Bluetooth.



**Important:** This feature can be used with the Cisco SPA525G2 model phone only.



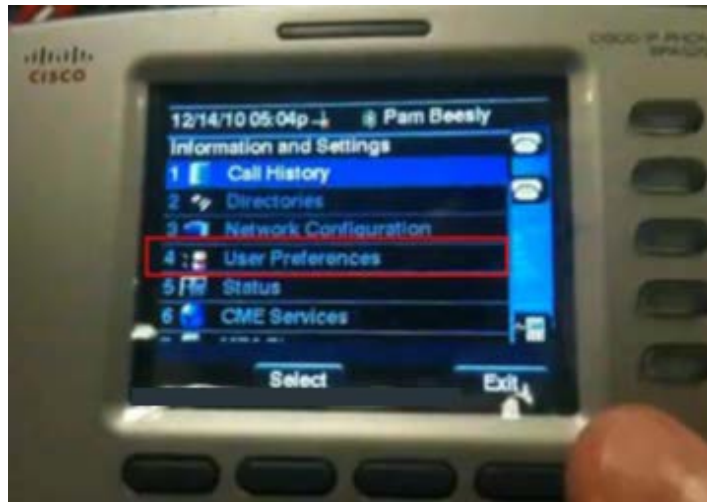
**Note:** This feature does not require set up in VoiceManager.

Use the following steps to configure your Cisco SPA525G2 phone to pair with your mobile phone.

1. From your Cisco IP Phone model SPA525G2, press the **Menu** button.



2. Press the down arrow navigation button and scroll to the **User Preferences** option (#7).



3. Press the **Select** softkey.
4. Press the navigation button down arrow again to scroll to option #4, **Bluetooth Configuration**.
5. Press the **Select** softkey.
6. Check that you have Bluetooth enabled. To do so, press the navigation button **left arrow** key.  
**Result:** A checkmark appears.
7. Press the **down arrow** once to access the **Bluetooth Mode**.
8. Press the **left arrow** key and the **right arrow** key twice to set it to **Handsfree**.
9. Press the **down arrow** once and the right arrow once to go the **Bluetooth Profiles** setting.
10. Press the **Set** softkey.  
**Result:** A message displays on the desk phone that states, "**Refreshing Voice Component**" and the bottom line key turns orange.
11. Press the **Menu** button.

12. Press the **down arrow** to get to option #7, **User Preferences** and press the **Select** soft key.
13. Press the **down arrow** to get to option #4, **Bluetooth Configuration**. Press the **Select** softkey button.
14. Press the **right arrow** twice to get to the **Bluetooth Profile** option.



15. Press the **Set** softkey button.
16. On your mobile device, set it to **Bluetooth**. When it appears, press the “device type”; e.g., alphanumerical value.  
**Result:** The display shows that the Bluetooth is now connected.



17. On your cell phone, enter the default value for the PIN; e.g., **0000**.
18. Press the **Pair** button (on an iPhone).  
**Result:** The iPhone now shows **Connected**.
19. Press the **Back** button on the desk phone twice.

20. Press the **Exit** softkey button.

**Result:** The bottom line button changes from an orange color to green and the desk phone displays your device information.



21. Press the top line key on your desk phone (the Unified Communications line) to dial out.

22. Enter the phone number and press the **Dial** button.

**Result:** The desk phone displays that the call is dialed from your desk phone to your mobile device. The display shows the service carrier, battery life, and signal strength in the status window.



23. Like the hands-free feature in your car, you can use your Cisco SPA525G2 phone for Bluetooth connectivity.

### **Place Another Call from Your Mobile Phone**

1. Press the **line key** that is associated to your mobile device and click the **Redial** softkey.

2. Dial the number and press the **Dial** softkey.

**Result:** The icon on your desk phone shows that the call switches to the mobile phone.

## Move an Active Call from a Fixed Phone to a Mobile Phone

Press the soft key below the image of the desk phone to mobile device.

**Result:** The call is now on your mobile phone and you can leave even though you initiated the call from your desk phone.

## *N-Way Conferencing*

**N-Way Conferencing** allows a user to conduct teleconference calls for a maximum of 15 telephone numbers without the need for any special configuration.



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

1. Dial the first party you want to conference.
2. When the person answers, click **Conference** to place that person on hold.
3. Dial another number to conference.
4. When that person answers, click **Conference** to connect that call.
5. Click **Conference** to place the parties on hold.
6. Repeat steps #3-5 to add a maximum of 15 people to the call.