VoiceManager

Setting Up…

Personal Status Manager

Feature Description

Personal Status Manager enables one-click routing management of incoming calls. It is available with the VoiceManager Office and Anywhere packages, and IP Centrex service.

Solution

One click and you are on the go! Maximize productivity and customer service by choosing from four pre-set options to receive calls anywhere, anytime.

Setup

Set Your Status Setting

Applications

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: None ▾

Status Settings

Available (In Office) ?
🔽 Show Setting

Available (Out of Office) ?
🔽 Show Setting

Busy ?
🔽 Show Setting

Unavailable ?
🔽 Show Setting

Cancel   Save

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Applications** tab.
4. Under the **VoiceManager Toolbar** section, click the **Personal Status Manager** link.
5. Under the **Set Your Status** section, click the **Current Status** drop down menu and select accessibility.

    Setting the status to **None** *maintains normal call management.*
6. Click the **Save** button.

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Status Settings – Available (In Office)

Set Your Status

Current Status: Available (In Office)

Status Settings

Available (In Office) ❓

Simultaneously Ring:

If My Line Is Busy: Forward to Cox Voicemail

If I Don't Answer: Forward to Cox Voicemail

⌃ Hide Setting

Available (Out of Office) ❓

⌄ Show Setting

Busy ❓

⌄ Show Setting

Unavailable ❓

⌄ Show Setting

Cancel | Save

1. Under **Status Settings**, click the **Show Setting** link for **Available (In Office)**.
2. In the **Simultaneously Ring** field, enter a 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.
4. Click **Forward to Cox Voicemail** or **Forward to Other** and enter a phone number in the field provided.
5. Click the **If I Don't Answer** drop-down menu and select where calls should route.
6. Click **Forward to Cox Voicemail** or **Forward to Other** and enter a phone number in the field provided.
   Click the **Save** button.

Status Settings – Available (Out of Office)

Set Your Status

Current Status: Available (Out of Office)

Status Settings

Available (In Office) ❓

⌄ Show Setting

Available (Out of Office) ❓

When a Call Is Received: Forward to Cox Voicemail

Send Notification Emails to:

⌃ Hide Setting

Busy ❓

⌄ Show Setting

Unavailable ❓

⌄ Show Setting

Cancel | Save

1. Under **Status Settings**, click the **Show Setting** link for **Available (Out of Office)**.
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 Other** 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.

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Status Settings – Busy

Set Your Status

Current Status: Busy

Status Settings

Available (In Office) ❓
  ⌄ Show Setting

Available (Out of Office) ❓
  ⌄ Show Setting

Busy ❓

When a Call Is Received: Forward to Cox Voicemail except from specific phone numbers

Forward These Numbers to:

  ⌃ Hide Setting

Unavailable ❓
  ⌄ Show Setting

Cancel   Save

1. Under **Status Settings**, click the **Show Setting** link for **Busy**.
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 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 call.
5. Click the **Save** button.

Status Settings – Unavailable

Set Your Status

Current Status: Unavailable

Status Settings

Available (In Office) ❓
  ⌄ Show Setting

Available (Out of Office) ❓
  ⌄ Show Setting

Busy ❓
  ⌄ Show Setting

Unavailable ❓

When a Call Is Received: Forward to Cox Voicemail except from specific phone numbers

Forward These Numbers to:

  ⌃ Hide Setting

Cancel   Save

1. Under **Status Settings**, click the **Show Setting** link for **Unavailable**.
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 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 call.
5. Click the **Save** button.