It’s easy to stay in touch with those who matter most with Cox Voice, which lets you take your voice services anywhere with features such as the Cox Voice Everywhere app.

HOME VOICE SERVICE YOU CAN TAKE EVERYWHERE

Cox Voice is reliable, affordable, full of additional benefits and a fresh alternative to traditional phone service.

Voice Mail/Readable Voice Mail
Easily access your messages, or have them transcribed and sent to you via email.

Eliminate Unwanted Interruptions
Goodbye robocalls. Hello peace and quiet. Sign up for Nomorobo™, and the third-party service will automatically intercept and hang up on robocallers and telemarketers. Visit cox.com/learn for more information.

Voice Everywhere App
With the Cox Voice Everywhere app, you can access your home phone service with your smartphone.
EASY STEPS TO USE COX VOICE MAIL AND READABLE VOICE MAIL

With Cox Voice Mail, you can retrieve your messages by calling your voice mail number, using Voice Tools online, through email with readable voice mail or on your smartphone with the Cox Connect app.

Initial Voice Mail Activation
1. From your home, dial your home phone number or *298.
2. You will be asked to select your default language. Press 1 for English or 2 for Spanish.
3. Set a new PIN for your account. Your PIN must be between four and eight numbers. Enter your new PIN and press #.
4. Next, you will be asked to record your name.
5. Finally, you will be asked to either record a greeting or select the default system greeting that all callers to your mailbox will hear.

Your initial setup must be done from your Cox Voice line. To turn off voice mail, log in to Voice Tools and turn to off position. Where applicable, if you have caller ID block on your line, you will need to press *82 prior to dialing *298 to temporarily suspend the block.

Turn On Readable Voice Mail
1. Log in to Voice Tools.
2. Select “Settings.”
3. Select “Voice Mail.”
4. Select “Voice Mail Notification Options.”
5. Select “Change.”
7. Enter the email address where you would like your voice mail message sent.
8. Select “Audio” and/or “Text” to receive your recorded voice mail and converted text in an email.
9. Select “Submit.”
VOICE MAIL INSTRUCTIONS

Retrieving Your Messages
Whenever you have unplayed messages, you will hear a distinctive stutter tone when you pick up your home telephone or see the message waiting indicator on your handset. You can access your messages from home or away.

When Calling From Your Home Phone
Call your home phone number or dial *298. You will not need to enter your PIN.

When Calling From Any Other Line
1. Call your home number.
2. When your greeting begins, interrupt by pressing *5.
3. When prompted, enter your PIN and press #.

Check Your Messages
• To play your messages, press 1.
• To respond to a message, press 2.
• To delete a message, press 3.
• To save a message, press #.
• Deleted messages are set to save prior to hanging up. To recover a deleted message, simply review the saved message and resave before hanging up.

To learn more about your Cox Voice Mail features and benefits, visit cox.com/learn.
GET IT ALL WORKING WITH VOICE TOOLS

Voice Tools is an exciting feature available to Cox Voice customers for no extra charge.

With Voice Tools You Can

• Activate readable voice mail to transcribe and forward home voice mail messages to up to five email addresses.
• Access, play and save voice mail messages securely from any web-connected computer so you’re never out of touch.
• Reset your voice mail password.
• Check your call history.
• Turn off voice mail.

Getting Started Is Easy

To get to Voice Tools, go to cox.com.

Sign in with your My Account login. Don’t have a user ID and password? Please refer to your Important Customer Information card or sign up at cox.com using your account number and PIN.

Access From Anywhere

Whether you're making or taking calls, or managing your home voice mails, the Cox Voice Everywhere app lets you access your home phone service capabilities from your smartphone.

Eliminate unwanted robocalls with Nomorobo™ service (Simultaneous Ring feature required):

1. Go to nomorobo.com, click on "Sign up now for Landlines."
2. Choose Cox and enter your email address.
3. Nomorobo will send you an email with steps on how to activate.
4. Set up "Simultaneous Ring" feature with Nomorobo number in Cox Voice tools.

1Access to some Voice Tools functionality may require subscription to additional phone features. Other restrictions may apply.