VoiceManager Administrator Guide

Release 2.0

Cox Communications Policies

Terms and Conditions

Customer Obligations/911 Disclaimer

Refer to item (8) of the **Cox Communications Policies, Terms and Conditions, Customer Obligations** for information regarding the 911 Disclaimer. The disclaimer states:

"Cox may provide a modem with backup battery power for telephone service that requires a telephone cable modem to receive telephone service. That modem will remain the property of Cox and must be returned upon disconnection of Service. In the event of a power outage, your telephone Service will continue to operate for up to eight hours with the backup battery that Cox provides. If Cox does not provide a modem or backup battery power for Cox Services utilizing a telephone cable modem, you must provide it and it will remain your responsibility in all respects. If (i) the modem that supplies your telephone Service is disconnected or moved, (ii) the backup battery is not charged or otherwise becomes inoperable, or (iii) there is an extended power outage, telephone Service, including access to E911, will not be available. Cox uses your telephone Service address to identify your location for E911 Service. To ensure that E911 dispatch receives your correct address, the telephone modem should not be moved, even inside your home. You must notify Cox in advance if you would like to move or relocate your telephone Service."

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Accessing MyAccount

First-Time Users

As a first time user to the Cox Business VoiceManager application, you will receive a welcome email from myaccount@coxbusiness.com before your installation date. The email will contain your **username** and **password**.

Logging into MyAccount

Figure 1 shows a sample welcome email that new users receive. The link that is highlighted should be used to access VoiceManager's MyAccount.

Figure 1. Welcome Email (sample)

myaccount@coxbusiness.com 3:10 PM (14 minutes ago)
to me

Congratulations <Your Name>

A username has been created on Cox Business Services My Account for you. The profile administrator for MGR & Randy Tst has created your username and has the ability to define your access level permissions.

To access the My Account login page, click the following link:
https://myaccount.coxbusiness.com

Your username:
Your password:

Please contact the profile administrator for MGR & Randy Tst if you have questions about your access permissions or username.

Thank You,
CoxBusiness Services - Customer Support Team
http://coxbusiness.com

Complete the following steps to log onto VoiceManager's MyAccount.

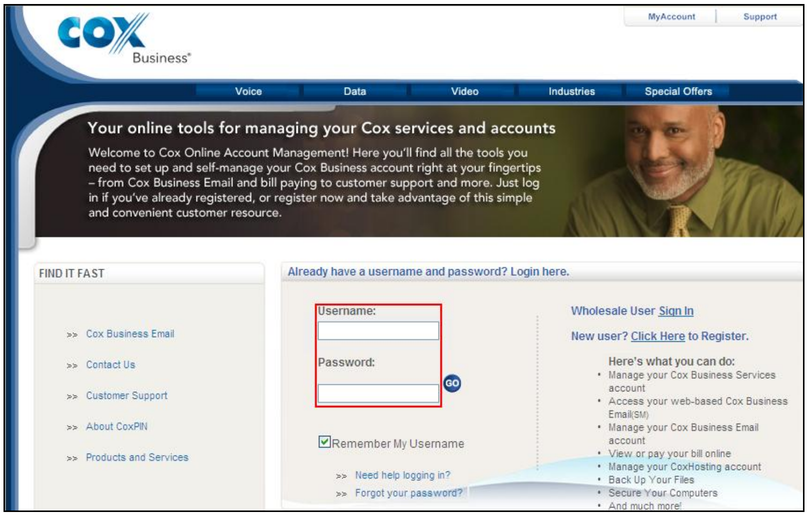
1. Click the embedded link in the email to complete the registration process. You should see the phrase, "Congratulations; you have successfully activated your account."
2. Click Go to Login Page.
3. Complete the personalized **Secret Question** and **Answer**. (**Note**: The answer must be 5-20 characters in length.)
4. Complete the **Contact** options and preferences information.
5. Click **Save**.

Group Administrator Web Portal

You can access MyAccount web portal in VoiceManager through a graphical user interface (GUI). The GUI allows you to view and configure resources and company-level features of a group. Group services are located under the Voice Administration menu.

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

Figure 2. MyAccount Login Page



Accessing the Web Portal

Use the following steps to access the VoiceManager Web Portal.

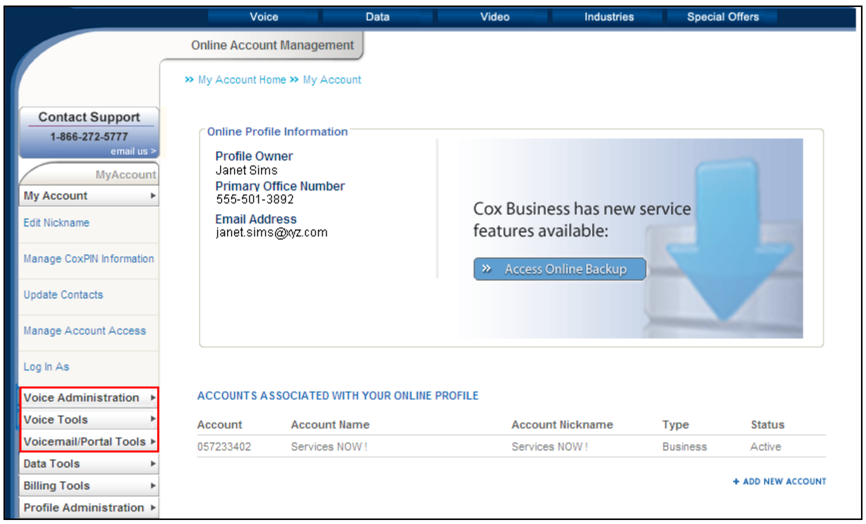
1. Enter www.cox.com in your web browser to open the Cox Business home page.
2. Click **MyAccount** in the Business options at the top of the screen.
3. Enter the login name that has been assigned to you in the **Username** field. (**Note**: Your login name/email address has been set up with Administrator privileges.)
4. Enter your **Password** in the corresponding field. (**Note**: All first-time users are prompted to change their password.)
5. Click **Go** to view your online profile information and associated accounts.

Administrator Activities

Overview of the Online Account Management Page

VoiceManager Group Administrators are responsible for configuring the software's functionality as it relates to the company's business needs, as well as access rights for its employees based on their roles and responsibilities. The highlighted menu options in Figure 3 help administrators perform multiple tasks associated with these areas. A brief overview of the types of activities related to these options is listed below.

Figure 3. MyAccount Page (sample)



Click…	**To…**
Voice Administration	Configure group administrator functions
Voice Tools	Configure company-wide telephone features
Voicemail/Portal Tools	Configure messaging controls

Types of Administrator Tasks

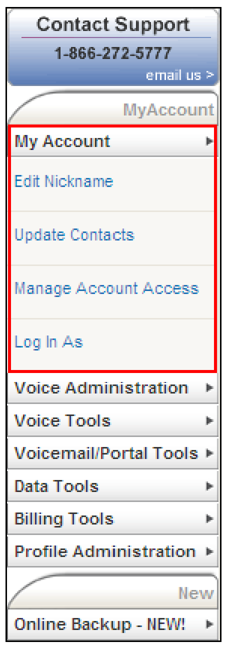
Now let's look at how individual features and functions are set up. When you click a menu item, such as My Account, Voice Administration or Voice Tools, a list of menu *options* appear beneath them. When you click the option, associated task links display on the right panel.

We will begin this section by reviewing the My Account menu, options and tasks.

My Account Menu

Use the My Account menu to create and edit nicknames for accounts, update your contact information, configure user permissions, and access the account as another user.

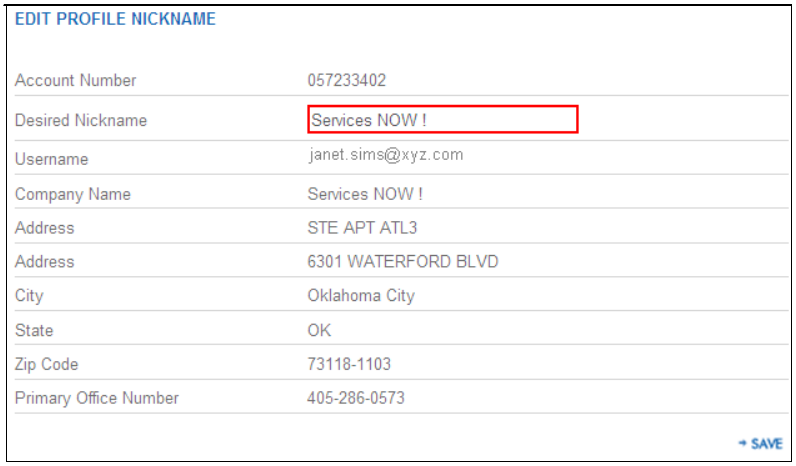
Figure 4. My Account menu options



Editing a Nickname

A profile nickname is an easy way to access and reference a particular account. Before you can add or edit a nickname, you must have an existing profile.

Figure 5. Edit Profile Nickname



EDIT PROFILE NICKNAME

Account Number	057233402
Desired Nickname	Services NOW !
Username	janet.sims@xyz.com
Company Name	Services NOW !
Address	STE APT ATL3
Address	6301 WATERFORD BLVD
City	Oklahoma City
State	OK
Zip Code	73118-1103
Primary Office Number	405-286-0573

SAVE

Use the following steps to add or edit an account nickname.

1. From the **My Account** menu, click the **Edit Nickname** option.
2. Click in the **Desired Nickname** field and enter a new value or edit an existing nickname.
3. Click the **Save** link.

Managing Cox PIN Information

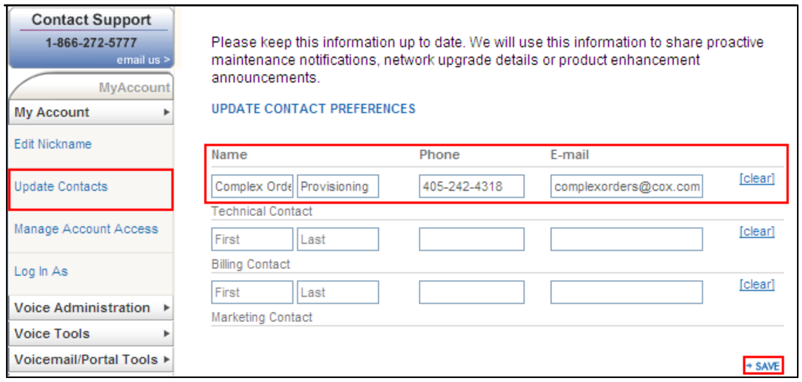
Use your four-digit Cox PIN code to help protect your telephone calling records and other vital account information. If you want or need to change your previously assigned Cox PIN, you may do so online any time. Cox is committed to protecting your privacy by allowing you to:

- Establish a personalized “Question/Answer” should you forget your Cox PIN.
- Establish a preferred method of communication to notify you of changes made to your customer-sensitive information.

Updating Contacts

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

Figure 6. Update Contact Information

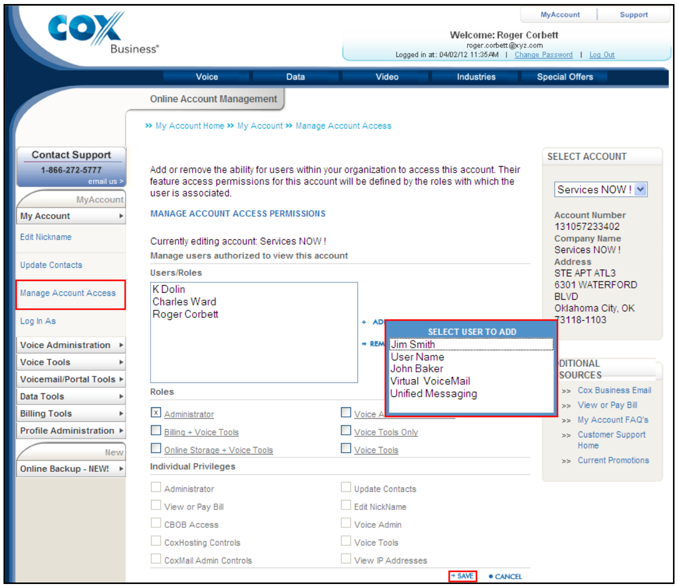


1. From the **My Account** menu, click the **Update Contacts** option.
2. Enter your first and last name, valid telephone number, and email address.
3. Click the **Save** link.

Managing Account Access

Use the Manage Account Access screen to configure a user's access rights for a VoiceManager account. Permissions are defined by roles across the business. For example, to create a backup Administrator for your company, select the user, check the Administrator role box and click the **Save** link.

Figure 7. Configure User Access Rights



1. From the **My Account** menu, click the **Manage Account Access** option.
2. Click the **Add User** link and select the user you want to add to the account.

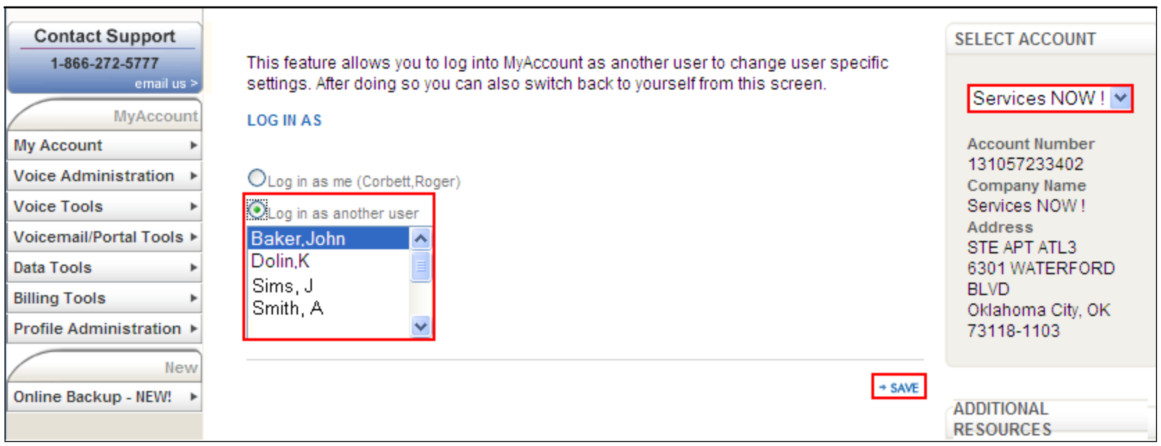
(**Note**: The person must have already been added as a MyAccount user in the system.)

3. Check the box(es) that corresponds to the role of the user you have added. (**Note**: The **Individual Privileges** section will be automatically configured based on the roles you select.)
4. Click the **Save** link.

Logging In As

You can log in as another user assigned to the VoiceManager account for the purpose of changing that user's settings or configuring the Personal Call Manager and voicemail/voice portal tools for the user.

Figure 8. Log In As (sample)

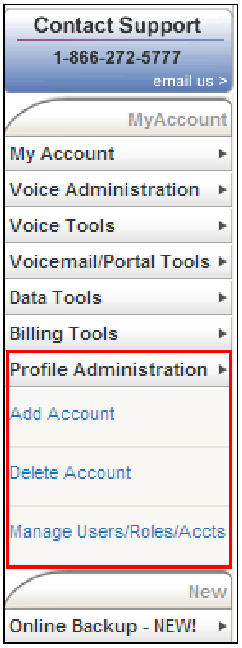


1. From the **My Account** menu, click the **Log In As** option.
2. Click the **Log In As Another User** radio button.
3. Highlight the **User** and click the **Save** link.
4. Proceed to select and configure any feature for that user.

Profile Administration Menu

Use the Profile Administration menu to add and delete accounts as well as VoiceManager's users, their roles, and the account itself.

Figure 9. Profile Administration menu options

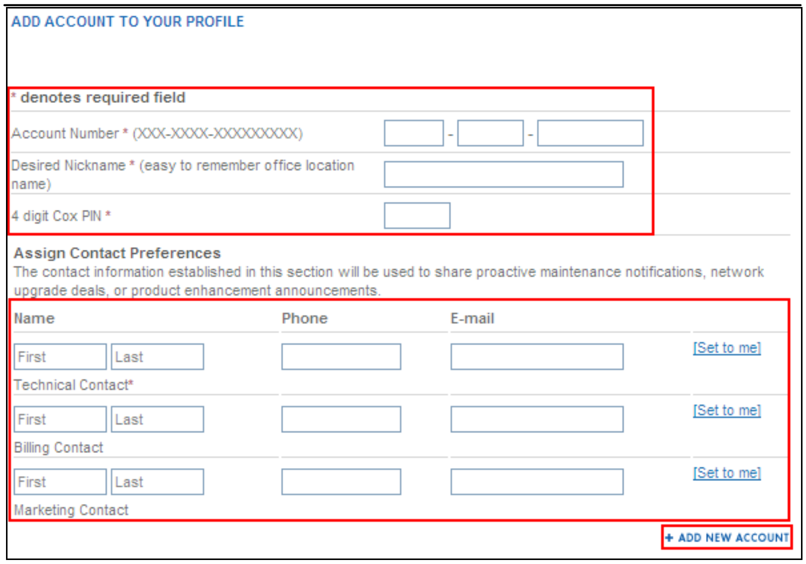


Adding an Account

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

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

Figure 10. Add Account


ADD ACCOUNT TO YOUR PROFILE

* denotes required field

Account Number * (XXX-XXXX-XXXXXXXXX)

Desired Nickname * (easy to remember office location name)

4 digit Cox PIN *

Assign Contact Preferences

The contact information established in this section will be used to share proactive maintenance notifications, network upgrade deals, or product enhancement announcements.

Name	Phone	E-mail	
First Last Technical Contact*			[Set to me]
First Last Billing Contact			[Set to me]
First Last Marketing Contact			[Set to me]

+ ADD NEW ACCOUNT

1. From the **Profile Administration** menu, click the **Add Account** option.
2. Enter the **Account Number** you want to add, a nickname for that account and the associated Cox PIN.
3. Enter contact information for people who should receive important correspondence from Cox about the VoiceManager account.
4. Click the **Add New Account** link.

Deleting an Account

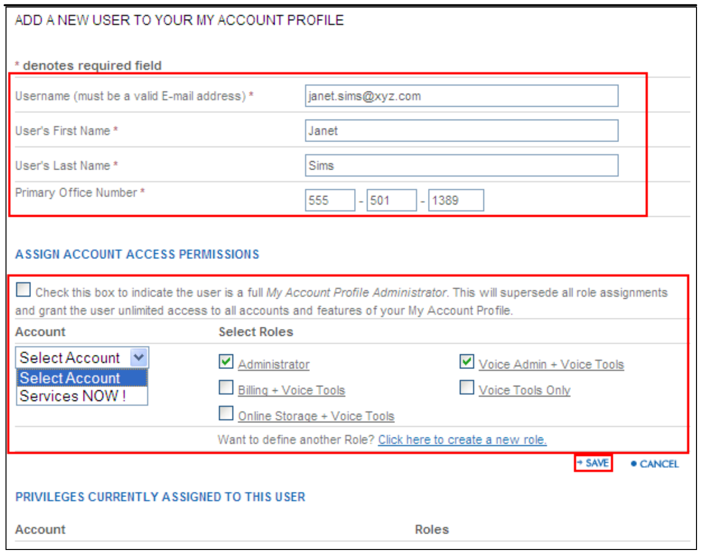
You can remove an account from your online profile without canceling your services, halting billing, or disrupting your service in any way. Once it is removed, you can always add it back to your online profile.

1. From the **Profile Administration** menu, click the **Delete Account** option.
2. Select the account you want to remove and click the **Delete Account** link.

Managing Users, Roles and Accounts

Use this screen to view and modify all Users, Roles, and Accounts along with the Profile Owner assigned to an account.

Figure 11. <u>Manage Users/Roles/Accts – Add New User</u>



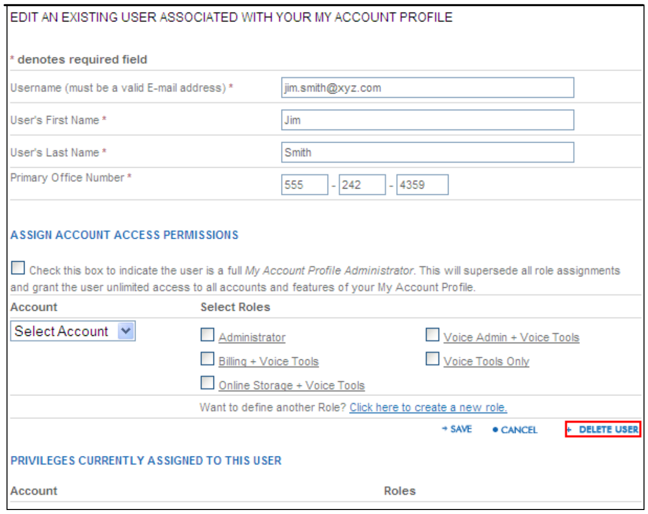
Adding a User

1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Check that the **Users** tab is selected and click the **Add New User** link.
3. Enter the user's email address, first / last name, and primary telephone number.
4. From the **Assign Account Access Permissions** section, check the box *only* if the user has full administrator rights. Otherwise, leave it unchecked.
5. Select the account to which you are adding the user from the **Account** drop-down menu.
6. Check the box(es) based on the user's role(s) in the company.
7. Click the **Save** link.

Adding a Phone Number to the New User

1. From the **Voice Administration** menu, click the **Manage Phone Numbers** option.
2. Highlight the new user's name.
3. Select from the list of available phone numbers and click **Assign Number**.

Figure 12. Manage Users/Roles/Accts – Delete Existing User



Deleting a User

1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Locate the user you want to remove and click the **View** link.
3. Click the **Delete User** link and click **OK** to confirm.

Modifying a User

NOTE: If a username change is required, do not edit the existing name. Follow the steps to Add a New User, Figure 11.

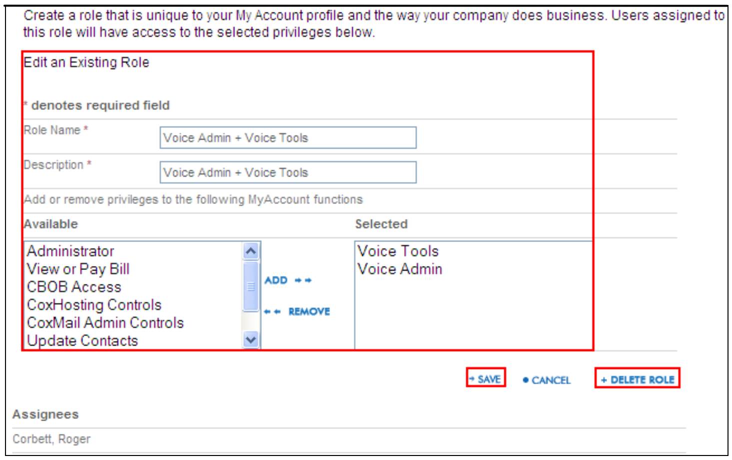
1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Locate the user you want to modify and click the **View** link.
3. Edit the values as needed.
4. Click the **Save** link.

Managing Roles

This section of MyAccount enables you to review, modify and create roles, or sets of permissions that will be associated to users.

Editing and Deleting a Role

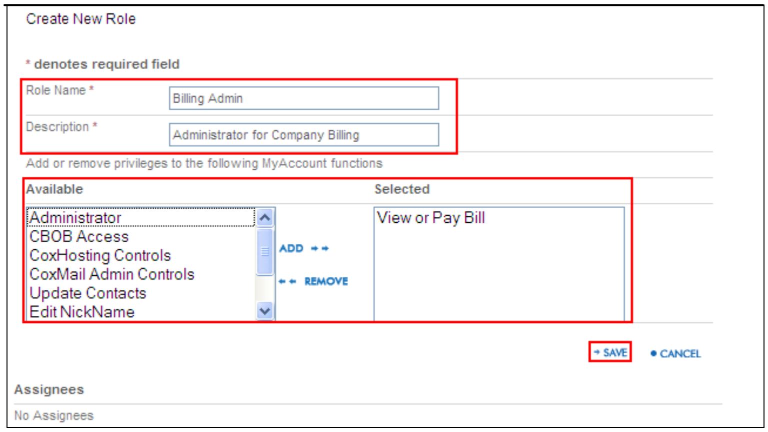
Figure 13. Manage Users/Roles/Accts – Edit/Remove Roles



1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Click the **Roles** tab.
3. Click the **View** link to modify or delete an existing role.
4. To modify an existing role, change any of the values in the **Role Name**, **Description**, or privileges for a role and click the **Save** link.
5. To delete an existing role, click the **Delete Role** link.

Creating a New Role

Figure 14. Manage Users/Roles/Accts – Add Role

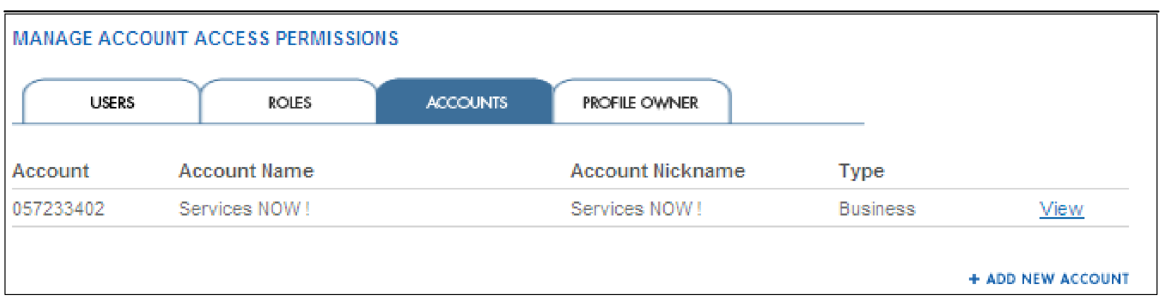


1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Click the **Roles** tab.
3. Click the **Add New Role** link to create a new set of privileges.
4. Enter the **Role Name**, **Description**, and set(s) of privileges to assign to the role.
5. Click the **Save** link.

Viewing Accounts

View an account to see and manage the list of users and roles associated with an account. From here, you can add, change or remove the ability for users to access this account.

Figure 15. Manage Users/Roles/Accts – View Account

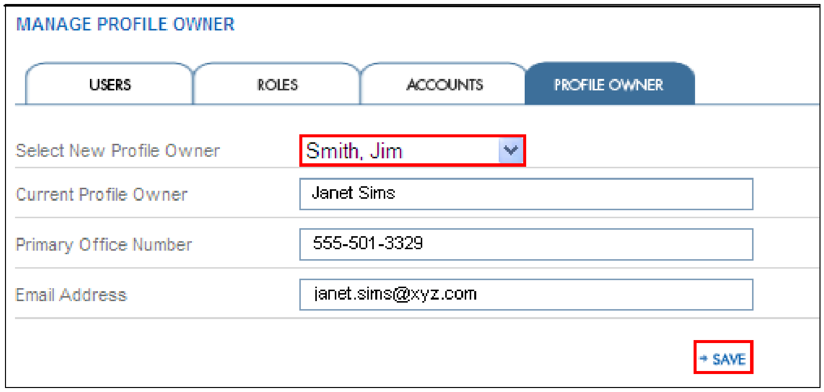


1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Click the **Accounts** tab to see the account number, name, nickname and type.
3. Click the **View** link to manage account access permissions.
4. Click the **Add New Account** link to associate another account with your MyAccount username profile.

Managing the Profile Owner

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

Figure 16. Manage Users/Roles/Accts – Profile Owner

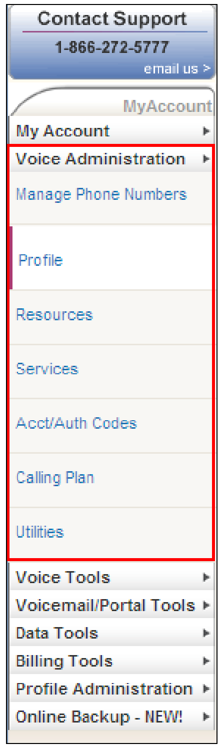


1. From the **Profile Administration** menu, click the **Manage Users/Roles/Accts** option.
2. Click the **Profile Owner** tab.
3. Click the **Select New Profile Owner** drop-down menu to select a different person.
4. Populate the remaining fields with that person's information.
5. Click the **Save** link.

Voice Administration Menu

The **Voice Administrator** section is where the remaining Administrator functions reside. They include: **Manage Phone Numbers, Profile, Resources**, and **Services**.

Figure 17. Voice Administration menu options



Managing Phone Numbers

This area was covered in the Profile Administration section, "Adding a Phone Number to the New User", and is associated with the process of adding new users. Once a user is added, a phone number must be given to the user

Managing User Profiles and Time Schedules

Select the **Profile** option to search and display all users in a group or department and the features that users can access. You can also use it to add your holiday schedule and create a time schedule to associate with certain features.

NOTE: The Profile menu is the default page that automatically opens when you first access the MyAccount GUI.

Activating and Deactivating VoiceManager Features for Users

1. From the **Voice Administration** menu, click the **Users** link.
2. Click **Search** to display the users.
3. Locate the user you want to modify features for and click the **Edit** link.
4. Navigate to the type of feature you want to add, delete or modify for that user and complete the steps. For example, to activate or deactivate a VoiceManager feature such as **Call Forwarding**, select **Incoming Calls**, select the feature and turn it on or off for that user.
5. Click **Apply** to save and **OK** to return to the previous menu.

Managing Departments

Call your Cox Business Representative to add, edit or delete a Department.

Resources

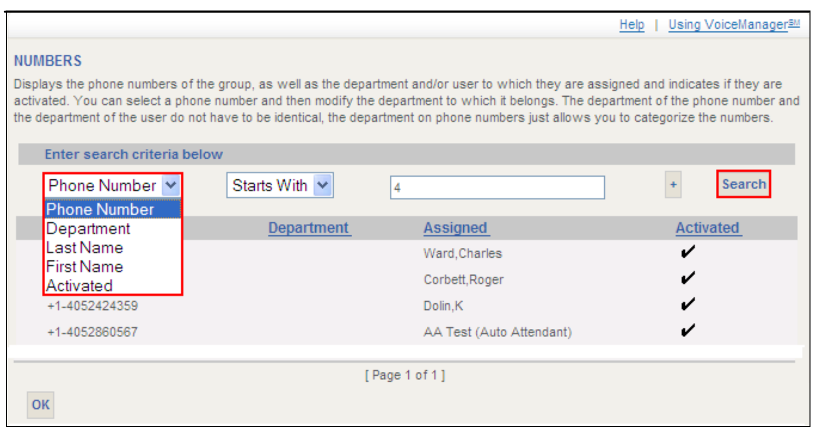
The Resources section contains menu items that you use to configure and assign telephone numbers and features for a group.

Numbers

Use the Numbers page to view the phone numbers that belong to a group, as well as the department and/or user to which the numbers are assigned. You can also see if the phone numbers are activated.

You can select a phone number and modify the department to which it belongs. (**Note**: The department of the phone number and the department of the user do not have to be identical.) The department of the phone numbers allows you to categorize the numbers.

Figure 18. Resources – Numbers

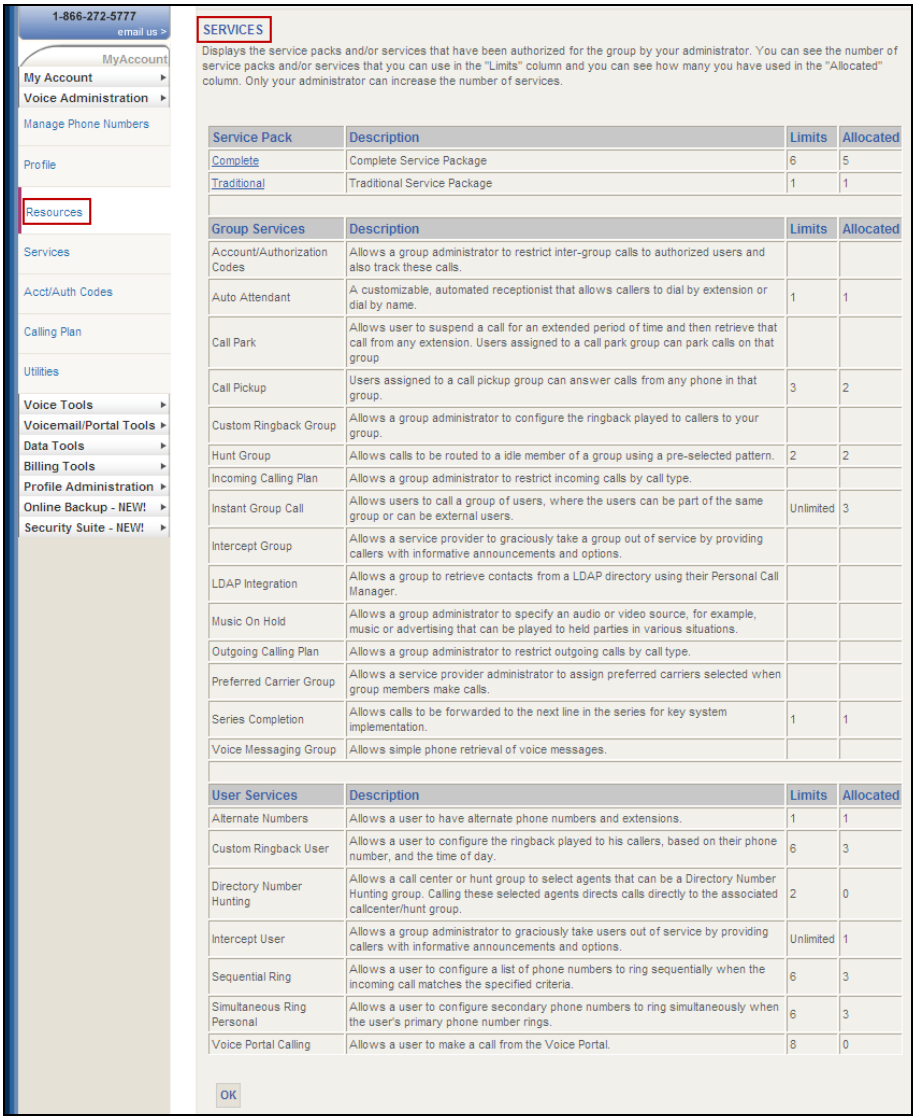


Services

This section displays the list of features and feature packs that have been authorized for your organization. The **Limits** column contains the number of feature packs that can be used. The **Allocated** column contains the number of how many group and personal features are in use.

Click the Service Pack link to view the personal features that are included in that pack.

Figure 19. Resources - Services



Displays the service packs and/or services that have been authorized for the group by your administrator. You can see the number of service packs and/or services that you can use in the "Limits" column and you can see how many you have used in the "Allocated" column. Only your administrator can increase the number of services.

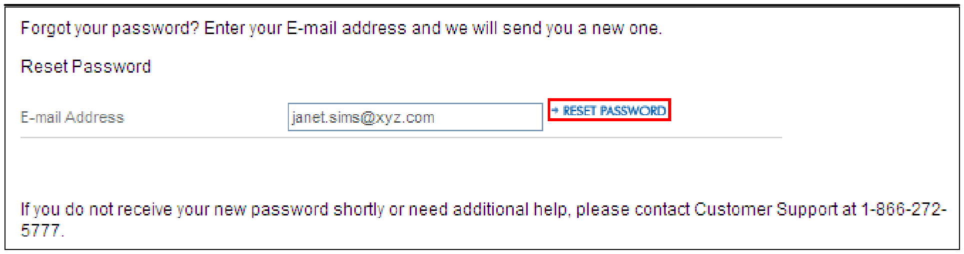
Service Pack	Description	Limits	Allocated
Complete	Complete Service Package	6	5
Traditional	Traditional Service Package	1	1

Group Services	Description	Limits	Allocated
Account/Authorization Codes	Allows a group administrator to restrict inter-group calls to authorized users and also track these calls.		
Auto Attendant	A customizable, automated receptionist that allows callers to dial by extension or dial by name.	1	1
Call Park	Allows user to suspend a call for an extended period of time and then retrieve that call from any extension. Users assigned to a call park group can park calls on that group		
Call Pickup	Users assigned to a call pickup group can answer calls from any phone in that group.	3	2
Custom Ringback Group	Allows a group administrator to configure the ringback played to callers to your group.		
Hunt Group	Allows calls to be routed to a idle member of a group using a pre-selected pattern.	2	2
Incoming Calling Plan	Allows a group administrator to restrict incoming calls by call type.		
Instant Group Call	Allows users to call a group of users, where the users can be part of the same group or can be external users.	Unlimited	3
Intercept Group	Allows a service provider to graciously take a group out of service by providing callers with informative announcements and options.		
LDAP Integration	Allows a group to retrieve contacts from a LDAP directory using their Personal Call Manager.		
Music On Hold	Allows a group administrator to specify an audio or video source, for example, music or advertising that can be played to held parties in various situations.		
Outgoing Calling Plan	Allows a group administrator to restrict outgoing calls by call type.		
Preferred Carrier Group	Allows a service provider administrator to assign preferred carriers selected when group members make calls.		
Series Completion	Allows calls to be forwarded to the next line in the series for key system implementation.	1	1
Voice Messaging Group	Allows simple phone retrieval of voice messages.		

User Services	Description	Limits	Allocated
Alternate Numbers	Allows a user to have alternate phone numbers and extensions.	1	1
Custom Ringback User	Allows a user to configure the ringback played to his callers, based on their phone number, and the time of day.	6	3
Directory Number Hunting	Allows a call center or hunt group to select agents that can be a Directory Number Hunting group. Calling these selected agents directs calls directly to the associated callcenter/hunt group.	2	0
Intercept User	Allows a group administrator to graciously take users out of service by providing callers with informative announcements and options.	Unlimited	1
Sequential Ring	Allows a user to configure a list of phone numbers to ring sequentially when the incoming call matches the specified criteria.	6	3
Simultaneous Ring Personal	Allows a user to configure secondary phone numbers to ring simultaneously when the user's primary phone number rings.	6	3
Voice Portal Calling	Allows a user to make a call from the Voice Portal.	8	0

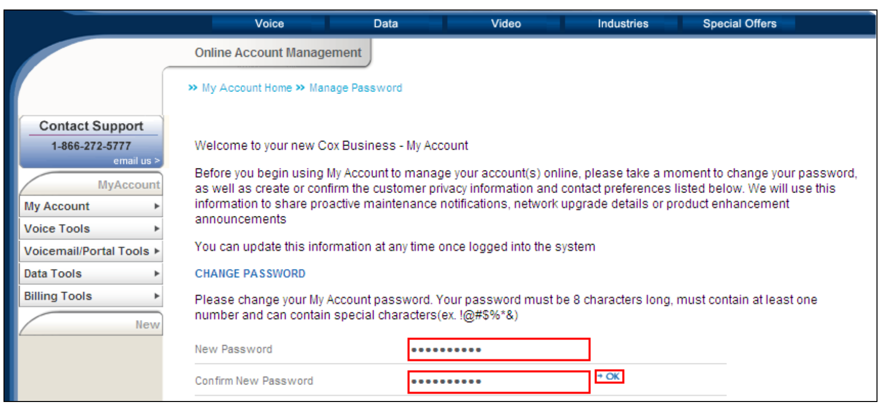
Changing Your Password

Figure 20. Reset Password link



1. Open the welcome email message you received from myaccount@coxbusiness.com. (See Figure 1.)
2. Copy the temporary password that was provided in that email.
3. Open the **MyAccount** screen.
4. Enter your username and click the **Forgot My Password** link.
5. Enter your email address in the **E-mail Address** field and click the **Reset Password** link.

Figure 21. Create New Password



NOTE: For security purposes, we strongly recommend that you frequently update your password and do not share it with anyone. Your password should follow these requirements and suggestions:

- Must be 8-24 alphanumeric characters in length
- Must include at least one letter and one number
- May include punctuation characters
- May not include any form of the word "password"
- May not be your username

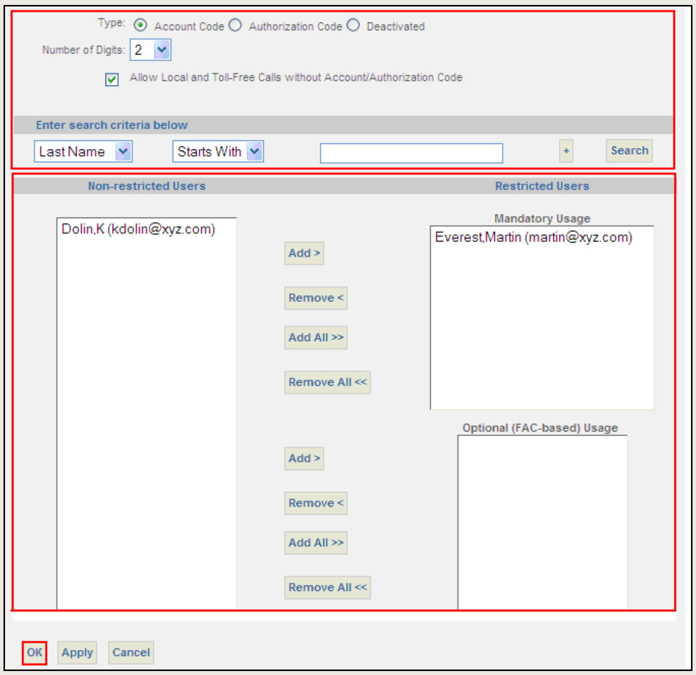
6. Enter your new password in the **New Password** field and re-enter it in the **Confirm New Password** field.
7. Click the **OK** link.

Configuring Group Features

Account Codes

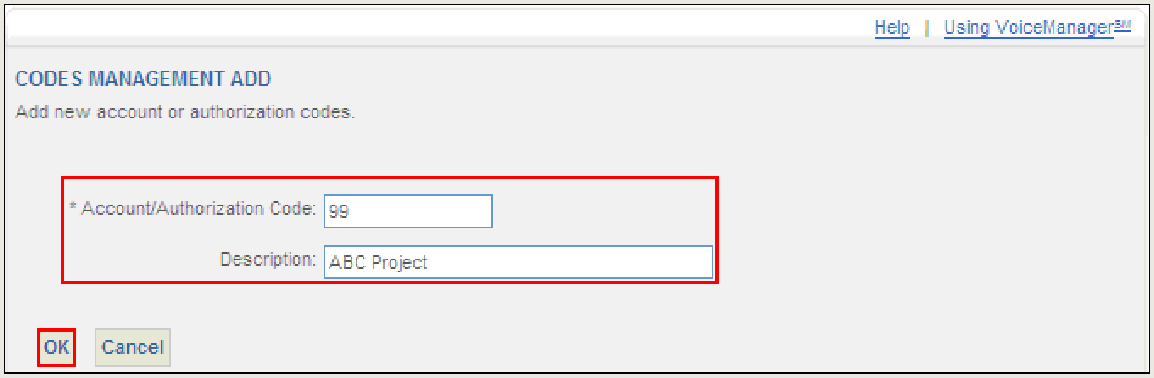
Feature Description	Benefits
Account Codes used with Cox Smart Billing service provide your company with a monthly summary of toll calling based on the Account Code used for each call. An Account Code is an optional entry by users for making outbound calls.	**Cost Management** — Track monthly toll calls placed by department or that support specific accounts, customers, or projects.

Setup for Administration



1. From the **Voice Administration** menu, click the **Acct / Auth Codes** option.
2. Click the **Administration** link.
3. Click the **Account Code** radio button.
4. Select the number of digits you want to use to designate an account code.
5. Click **Search** to display all Group Users in the left column labeled **Non-restricted Usage**.
6. Click **Add** or **Add All** to move users to the **Mandatory Usage** column. (**Note:** When making external calls, identified users receive a message prompt to enter an Account Code on their phone.
7. Click **Add** or **Add All** to move users to the **Optional (FAC-based) Usage** column. (**Note:** When making external calls, identified users will not receive a message prompt to enter an Account Code. However, they can optionally choose to apply an Account Code to such calls by dialing feature access code ***71#**. When the Account Code is entered, the user enters the number to place the call.
8. Click **OK**.

Setup for Codes Management - Adding Codes



1. From the **Voice Administration** menu, click the **Acct / Auth Codes** option.
2. Click the **Codes Management** link.
3. Click **Add**.
4. In the **Account/Authorization Code** field, enter a digit value you want users to include when they perform work for specific entities. This value must match the digit length set up in the Administration area.
5. In the **Description** field, enter a name to associate with that code so you can track usage performed for projects, departments or other areas.
6. Click **OK**.

Note: Account and Authorization Codes are referenced on this page but both features cannot be operative in the same company. A service choice must be made to either have the Account Code feature or the Authorization Code feature in place.

Authorization Codes

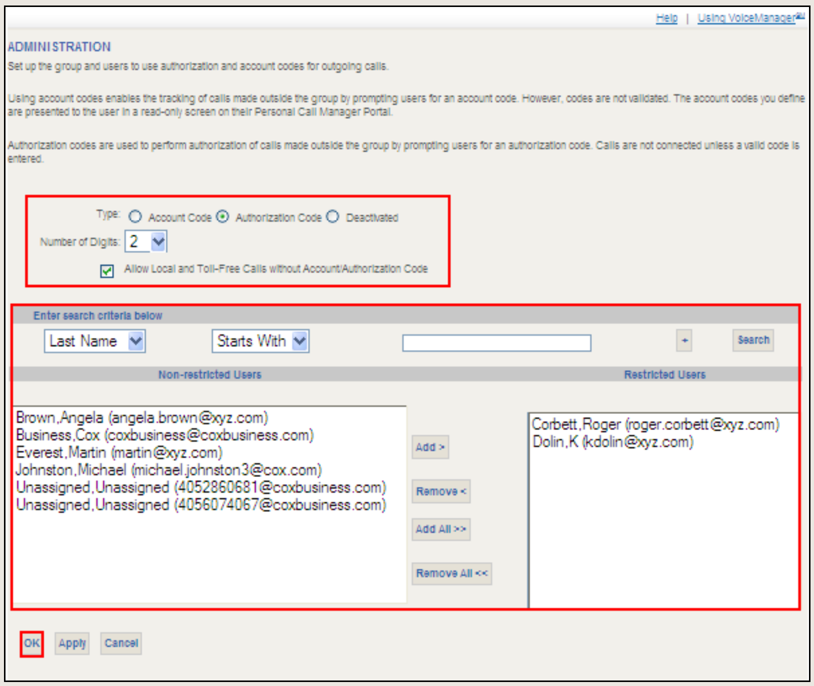
Feature Description

Authorization Codes used with Cox Smart Billing service provides your company with a monthly summary of toll calling based on the Account Code used for each call. This setting prompts users to enter an Account Code to place toll calls.

Benefits

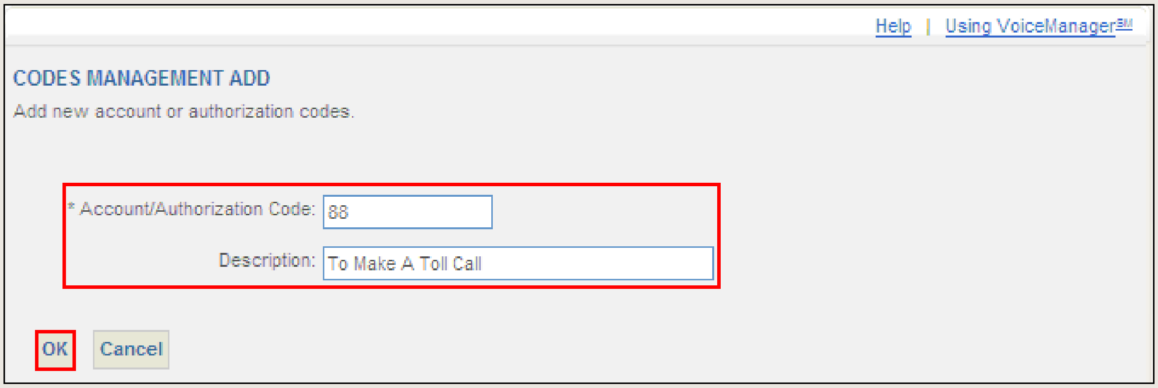
Cost Management — Control and track monthly toll costs by department, account, customer, or project by requiring individuals or groups to use an account code.

Setup for Administration



1. From the **Voice Administration** menu, click the **Acct / Auth Codes** option.
2. Click the **Administration** link.
3. Click the **Authorization Code** radio button.
4. Select the **Number of Digits** you want to use to designate an account code.
5. Click the **Allow Local and Toll-Free Calls** checkbox if you want to permit that calling rule.
6. Click **Search** to display all Group Users in the left column labeled **Non-restricted** Users.
7. Click **Add** or **Add All** to move users to the **Restricted Users** column. (**Note:** When these users make toll calls, they receive a message prompt to input an Account Code on their phone.
8. Click **OK**.

Setup for Codes Management - Adding Codes



9. From the **Voice Administration** menu, click the **Acct / Auth Codes** option.
10. Click the **Codes Management** link.
11. Click **Add**.
12. In the **Account/Authorization Code** field, enter a digit value you want users to enter when they make this type of call. (**Note**: This value must match the digit length set up in the Administration area).
13. In the **Description** field, enter a name you want to associate with that code so you can track usage performed for projects, departments or other areas.
14. Click **OK**.

Note: Account and Authorization Codes are referenced on this page but both features cannot be operative in the same company. A service choice must be made to have the Account Code feature or the Authorization Code feature in place.

Auto Attendant

Feature Description

Auto Attendant provides your company with an automated and customized tool that routes incoming calls without an allocated resource for that function.

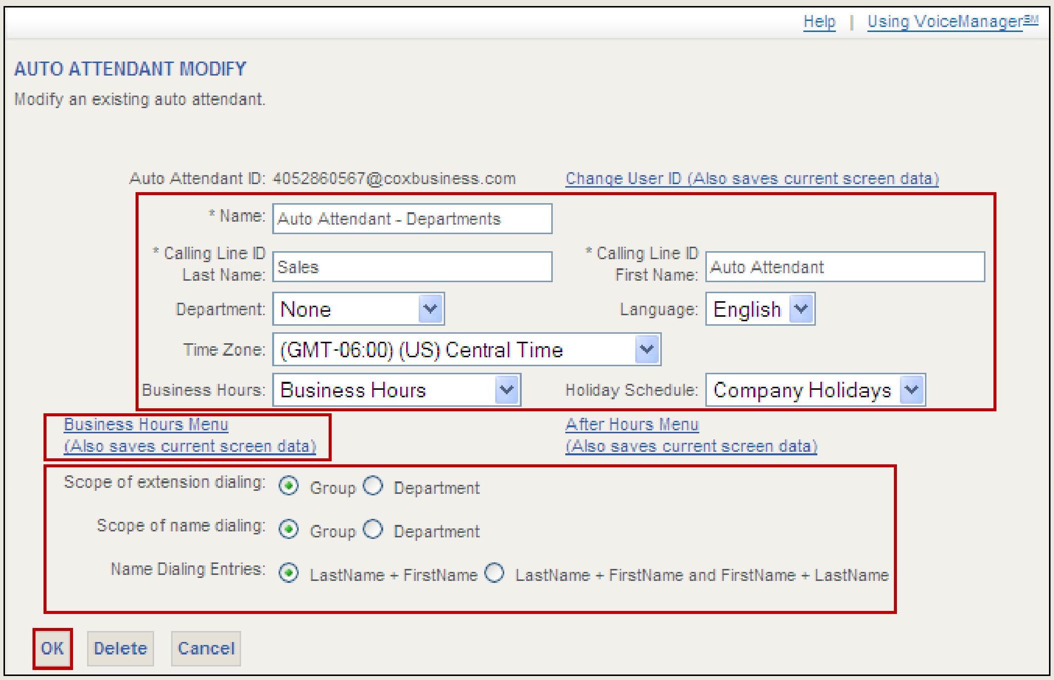
Calls are answered immediately and callers hear a company recorded message that outlines the options for connecting the call. Routing destinations can be to an internal extension or a direct-dialed number.

Benefits

Cost — Reduce centralized telephone answering expenses by automating call routing options directly to the resources that can support the caller.

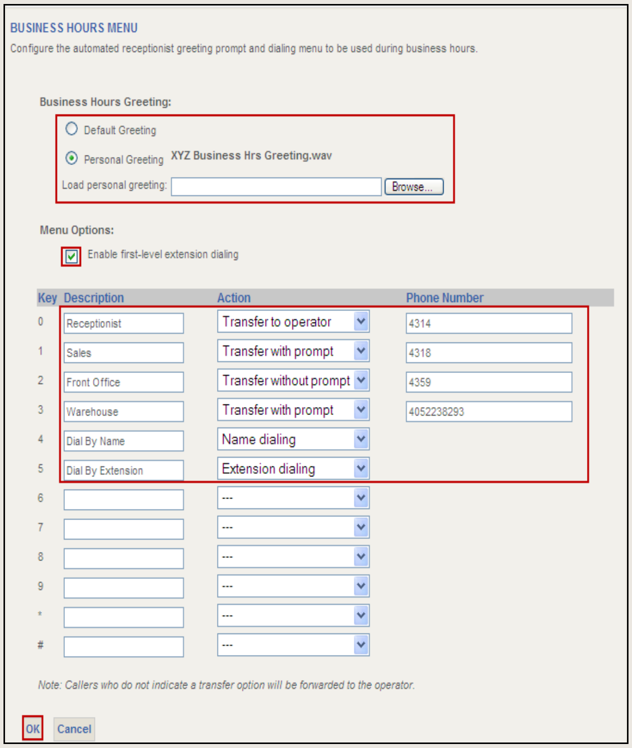
Service — Enhance service options even if your company prefers to have "live answering" on incoming calls. Enable the receptionist and others to leverage Auto Attendant as a backup for call management during lunch, important meetings, and after hours.

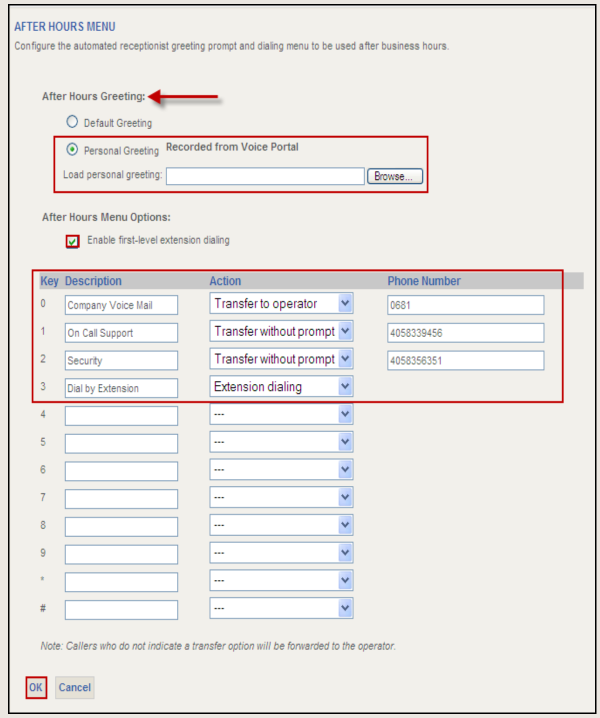
Setup - Profile Page



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Auto Attendant** link.
3. Click **Edit** to see the Profile Summary page created by your Cox Representative. (**Important:** When you edit the Auto Attendant page, do not click **Delete**. This erases the profile and you will have to call your Cox Representative to reactivate the Auto Attendant service.)
4. Modify entries in the **Name, Calling Line ID Last and First Name** fields to define the area that will use Auto Attendant. Check that the **Time Zone** entry represents your area.
5. Refer to the Time Schedule feature document and create that schedule for **Business Hours**.
6. Select the schedule to be used by Auto Attendant.
7. Create or use an existing **Holiday Schedule** to be used by Auto Attendant. (Optional)

Setup – Business & After Hours Greeting and Call Routing





8. Click the **Business Hours Menu** or **After Hours Menu** link to set up the Auto Attendant Call Routing and Greeting.
9. Click the **Personal Greeting** radio button. **Note:** The **Default Greeting** is rarely used. This option provides a system recorded message that informs callers that their calls are being answered by an automated attendant. It allows them to:
   - Dial the extension number of the person they are trying to reach
   - Press 2 for an automated name directory
   - Press 0 to reach the operator.

Note: The **Business Hours Greeting** can be recorded and uploaded by phone via the Voice Portal feature or as a .wav file. Use the Voice Portal Feature document for Administrators to instruct you with this option.

10. Follow the steps below to upload a .wav file (for a custom greeting).
    a. Click **Browse** and locate the Business Hours Greeting that matches the routing options provided for that timeframe.
    b. Select **Open** to display the **Load personal greeting** field. (**Note**: The .wav file must use the CCITT u-law or a-law codec format.)
11. Check the **Enable first-level extension dialing box** to allow callers to bypass the greeting and dial an extension.

Setup – Business & After Hours Greeting and Call Routing

12. Enter the **Description** for each of the recorded call routing options next to the key that you want the caller to press to initiate that action.
13. For each routing alternative, determine the **Action** you want the Auto Attendant service to take. Options include:

- **"Transfer with prompt":** Plays the message, *Your call is being transferred, please hold*, and transfers the call to the specified number. If the "transfer to" phone number is a VoiceManager user and they have recorded their name in the Voice Portal feature, the message: *Your call is being transferred to <name>* is heard.
- **"Transfer without prompt":** Transfers the call to the specified number without playing a transfer prompt.
- **"Transfer to operator":** Plays the message, *Please stay on the line while your call is transferred to the operator* and transfers the call to the specified operator number.
- **"Name dialing":** Places the user in the automated name directory.
- **"Extension dialing":** Prompts the user for an extension, and transfers the user.
- **"Repeat menu":** Replays the Auto Attendant greeting.
- **"Exit":** Terminates the call.

Note: On the Name Dialing option, VoiceManager uses the name associated with the original telephone number provided at installation. If a user's name changes or the administrator reassigns a telephone number to a different user name, call Cox Business to make the name modification in the system.

14. Enter the direct dial **Phone Number** of the call transfer destination
15. Check that all **Descriptions, Actions,** and **Phone Number** entries are completed
16. Click **OK**.
17. Repeat process steps 8-16 to set up the After Hours Menu.
18. Based on your selection, click **OK** on the **Auto Attendant Modify** screen OR navigate to the Auto Attendant summary page, check the **Active** checkbox and click **OK** to make the feature active immediately.

Call Park

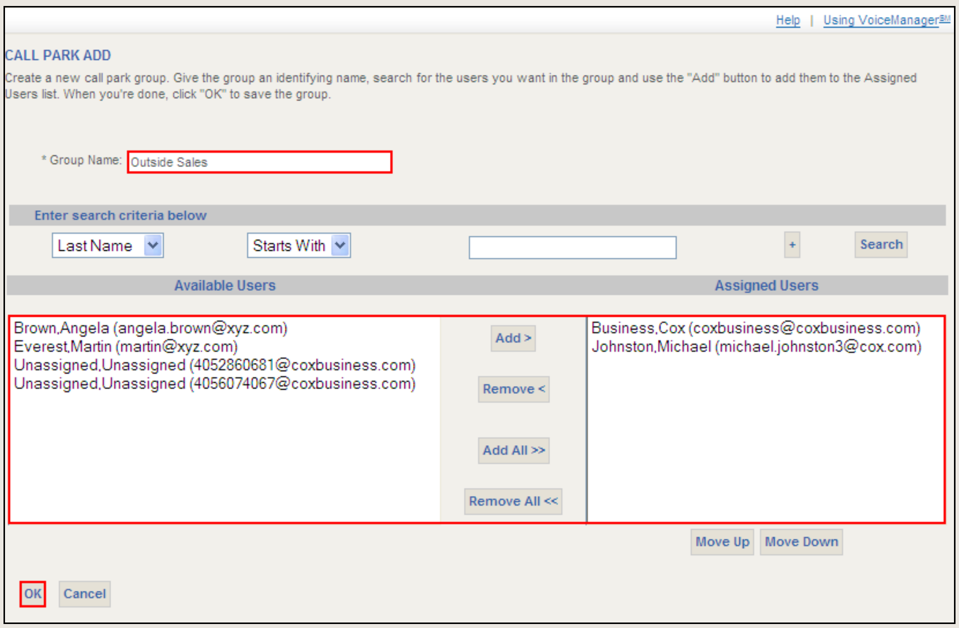
Call Park enables you to answer a call and park it (place it on hold) so a party at another extension can retrieve it.

If you have the Music On Hold feature, you can enable it so callers who are parked can listen while they are waiting to have their call answered.

Flexibility — Hold and retrieve calls from any phone in the facility.

Service — Answer and hold important calls for other team members until they are available to speak with the caller.

Setup

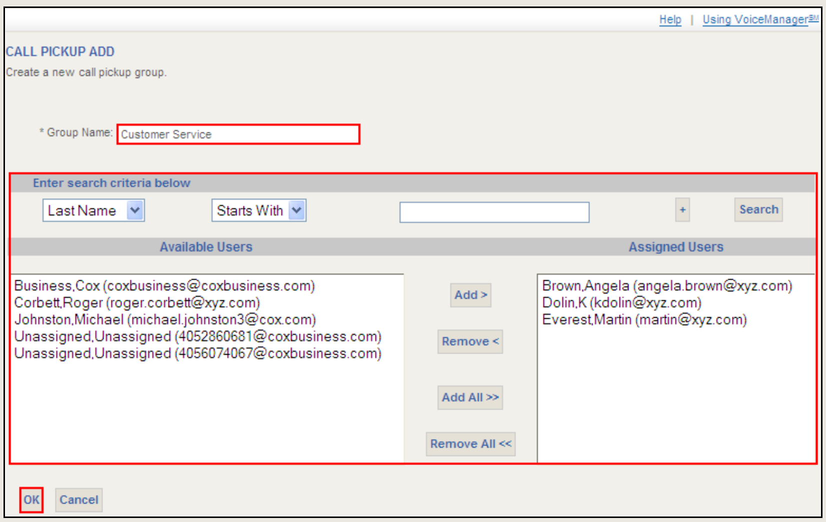


1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Call Park** link.
3. Click **Add**.
4. Enter a description for the new Call Park department in the **Group Name** field.
5. Click **Search** to locate users who may be part of a call park group.
6. Select a user from the **Available Users** panel and click **Add** to move that person to the **Assigned Users** panel. (**Note**: You may click **Add All** to move everyone to the right panel. To sort the **Assigned Users**, click the name and click **Move Up** or **Move Down**.)
7. Click **OK**.

Call Pickup

Feature Description	Benefits
Call Pickup enables you to set up groups of users that can answer each other's line from any phone in the group.	**Convenience** — Answer calls for any phone in the group from any other phone within the call pick-up group. **Customer Service** — Ensure that customer calls are answered in the fewest number of rings.

Setup



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Call Pickup** link.
3. Click **Add**.
4. Enter a description for the group in the **Group Name** field.
5. Click **Search**. (**Note**: All **Available Users** in the selected Company or the Department appear.)
6. Click **Add** or **Add All** to move users from the **Available Users** panel to the **Assigned Users** panel.
7. Click **OK**.

Common Phone List

Feature Description

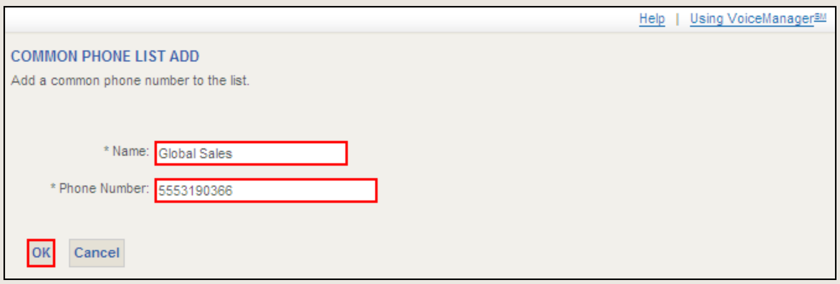
Common Phone List allows you to create and store a list of frequently called contacts that others in the company can access and call. Click-to-dial capabilities are provided via the VoiceManager Toolbar and Personal Call Manager features.

Benefits

Convenience — Create a customized list of contacts you may call at the click of a mouse from anywhere.

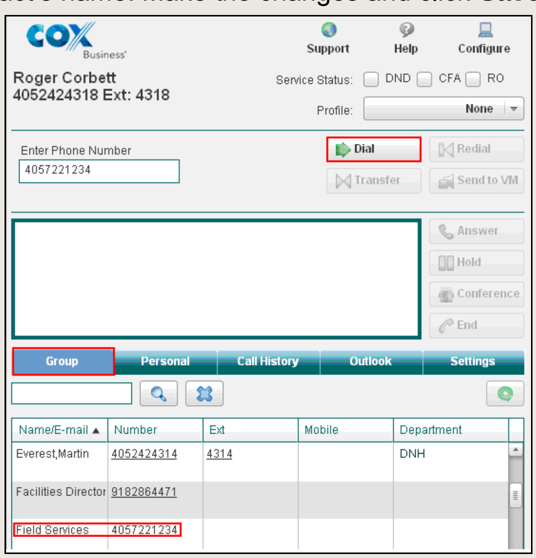
Productivity — Find and use frequently called phone numbers instantly.

Setup



To Input And Save Phone Numbers

1. From the **Voice Administration** menu, click the **Utilities** option**.**
2. Click the **Common Phone List** link.
3. Click **Add**.
4. Enter the contact's **Name** and **Phone Number**.
5. Click **OK**. (**Note**: To modify an existing contact, follow steps 1-2 above and click the **Edit** link to the right of the contact's name. Make the changes and click **Save**.)



To Dial Common Phone List Numbers

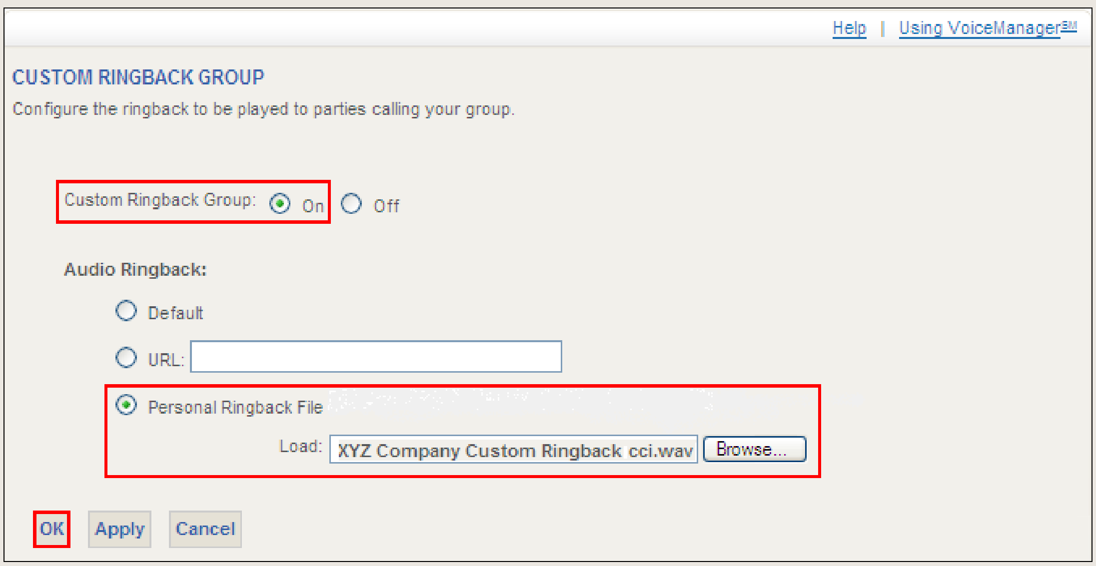
1. From the **Voice Tools** menu, click the **Personal Call Manager** link.
2. Select the **Group** tab.

3. Select the **Number** you wish to contact.
4. Click **Dial**. (**Note**: To eliminate this step and place the call when you click it, open the **Settings** tab and check the **Use One-Click Dialing** checkbox.)

Custom Ringback Group

Feature Description	Benefits
Custom Ringback Group enables all callers to hear a media file when they call any company number. Instead of ringing, callers hear the message or music you specify until their call is answered or goes to voice mail.	**Image** — Enhance your business by providing callers with customer messages related to your company's product and service offering or music for them to listen to until their call is answered.

Setup



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Custom Ringback Group** link.
3. Click the **Custom Ringback Group On** radio button.
4. Click the **Personal Ringback File** radio button and click **Browse**.
5. Locate the audio file you want to use and click **Open**. (**Note**: A .wav file must use the CCITT u-law or a-law codec format and be less than 2 minutes in length.)
6. Click **OK**.

Hunting - Directory Number

Feature Description

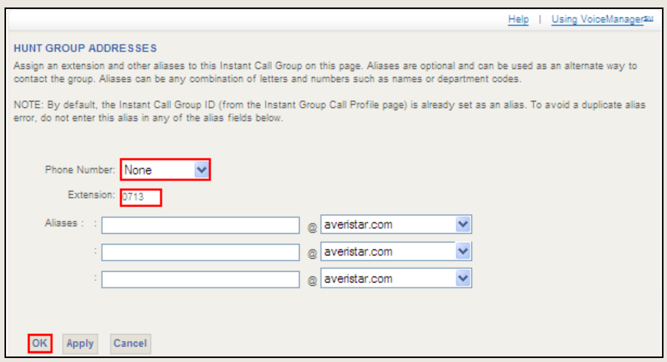
Directory Number Hunting routes incoming calls to one or more specific users so the call is answered. If the intended recipient of the call is unavailable to take the call, it automatically hunts to a targeted group of users so the call is answered. A busy or no answer condition with any user in the group routes the call to the next available user based on a specific, pre-configured call routing policy.

Benefits

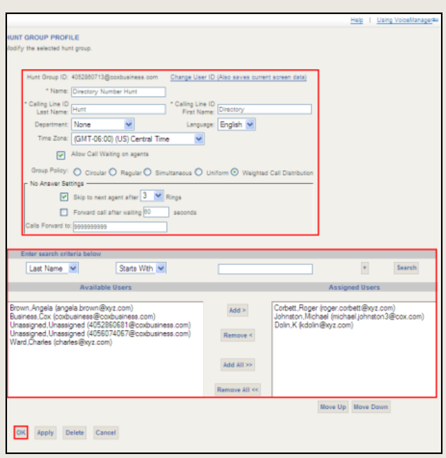
Service — Target calls to specific users and ensure the call is answered and addressed regardless of the intended recipient's availability.

Productivity — Leverage options to route calls more evenly between resources to balance the workload more effectively.

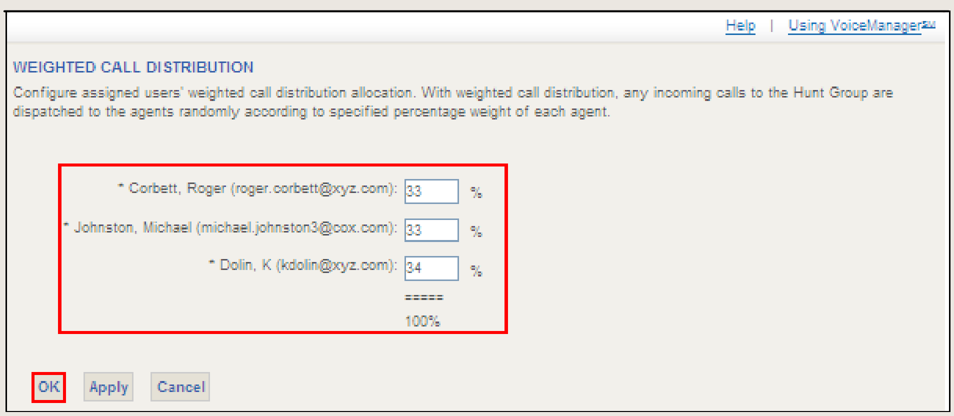
Setup



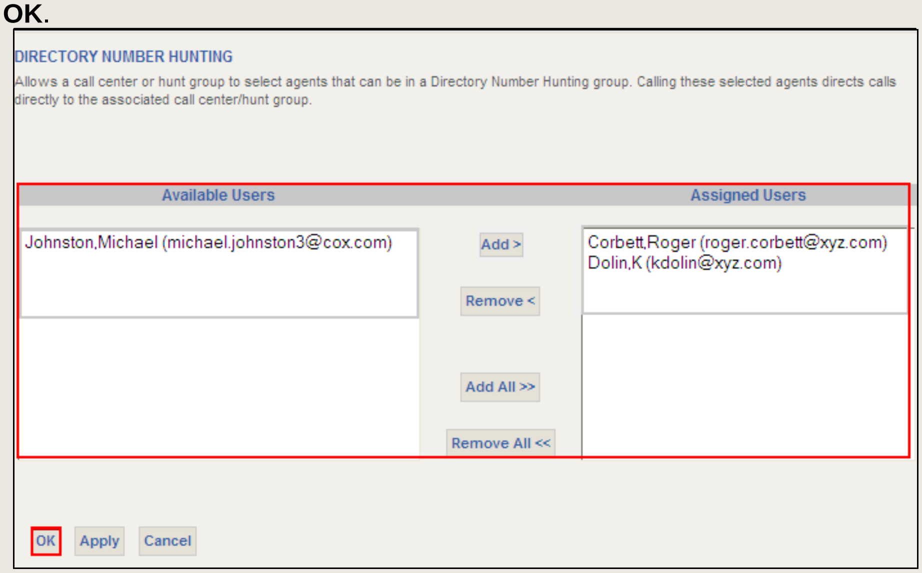
1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Hunt Group** link.
3. Click **Edit** on the Directory Hunt Group you wish to modify.
4. From the **Profile** menu, click the **Addresses** link.
5. Check that your Cox Business Representative has set the **Profile Number** value to **None** and has pre-populated the **Extension** field.
6. Click **OK**.



7. From the **Profile** menu, click the **Profile** link.
8. Edit values, as needed, for the **Hunt Group Name**, **Calling Line ID Name**, and **Department**.
9. Click **Allow Call Waiting on Agents** to enable Call Waiting for the Hunt Group. If this box is checked, Hunt Group users that are on the phone hear the Call Waiting tone and can answer the second call. (**Note:** Individual users must have the Call Waiting feature activated to use this feature.)
10. From the **Group Policy** section, click the radio button for the hunting type you want to use. Options include:
    - **Circular:** Incoming calls hunt through users in the order they appear in the list, starting with the user following the last user to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.
    - **Regular:** Incoming calls hunt through users in the order they appear in the list, starting from the top each time.
    - **Simultaneous:** Incoming calls alert all users at the same time. The first user to answer handles the call.
    - **Uniform:** Incoming calls hunt through all users in order, starting with the user who has been idle the longest and ending with the user who most recently answered a call.
    - **Weighted Call Distribution:** Incoming calls are assigned to idle users based on percentages you assign on the Hunt Group's *Profile – Weighted Call Distribution* page. If you select this option, you must edit the Weighted Call Distribution page. (**Note**: When you complete steps 7-12 below, execute steps 1 and 2 again and select **Weighted Call Distribution**. Insert the **%** of calls per user (which must equal 100%) that you wish to assign and click **OK**.



11. From the **Skip to agent after <x> rings** drop-down, select the number of rings that may occur before the call routes to the next person. From the **Forward call after waiting <x> seconds** field, you may elect to enter the number of seconds you want a call to ring before it goes to the next number.
12. Enter the telephone number in the **Calls Forward to** field to route unanswered calls for the Hunt Group. (**Note:** If you have Cox Voice Mail set up on the hunt group, the field should be pre-populated with 9999999999).
13. Click **Search** to display a list of all Available Users in the Group in the left panel or refine your search by selecting values in the drop-down menus before you click **Search**.
14. Select the Users you want to be in Hunt Group and click **Add** or **Add All** to move them to the **Assigned Users** column.
15. Click the user's name and click **Move Up** or **Move Down** to re-order the sequence of who receives hunt group calls.
16. Click **OK**.



17. Return to the **Voice Administration** menu and click the **Services** option.
18. Click the **Directory Number Hunting** link to display a list of all newly assigned **Available Users** appears on the Hunt Group Profile page.
19. Select the user or users that you want to receive calls directly; and if they are unavailable to take the call, trigger the hunt sequence to route to other users in the Hunt Group Profile list. Use the **Add** or **Add All** buttons to place these users in the **Assigned Users** panel.
20. Click **OK**.

Note: Call Forwarding Busy and Call Forwarding All Calls features are deactivated on users assigned to a hunt group.

Important: When editing the Hunt Group profile page, do not click **Delete**. This erases the profile and requires you to call your Cox Representative to reactivate the Directory Hunt Group line.

Hunting – Pilot Number

Feature Description

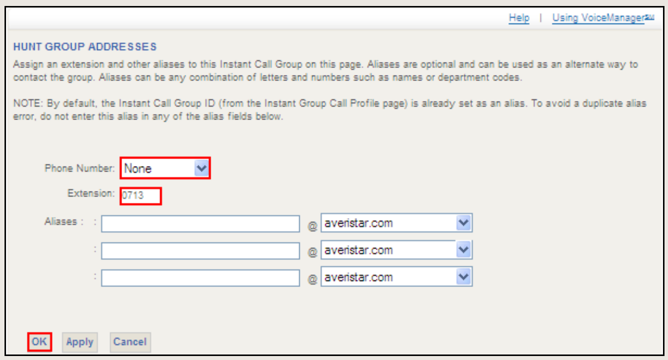
Pilot Number Hunting routes incoming calls to a specific company telephone for a targeted group of users to answer. Calls that encounter a busy or no answer condition hunt to the next available user in the group based on a pre-configured call routing policy.

Benefits

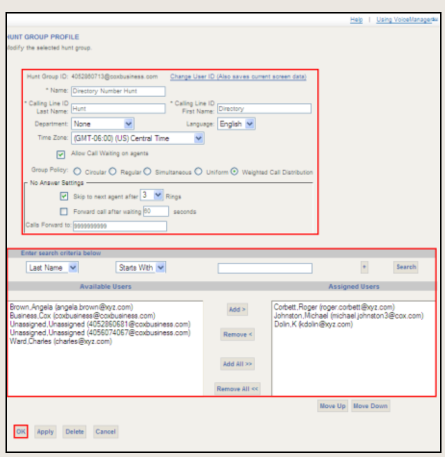
Service — Reduce delays in answering high priority calls by routing them to the first available resource qualified to assist.

Productivity — Leverage options to route calls evenly between resources to balance the workload more effectively.

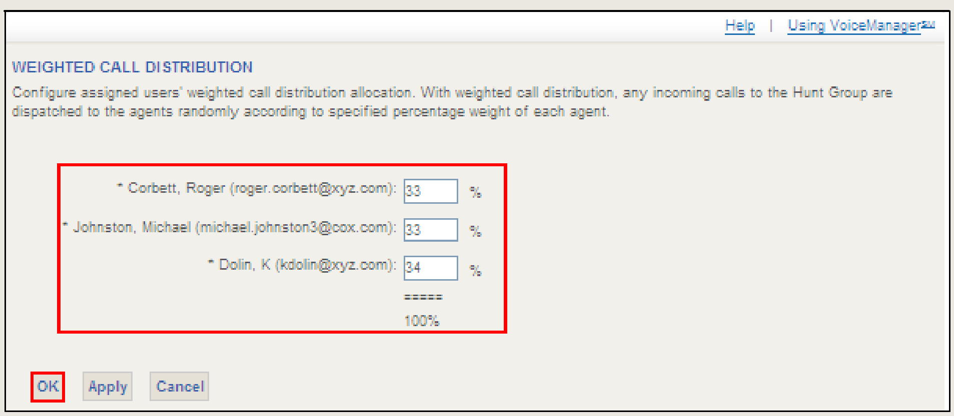
Setup



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Hunt Group** link.
3. Click **Edit** on the Directory Hunt Group you wish to modify.
4. From the **Profile** menu, click the **Addresses** link.
5. Check that your Cox Business Representative has set the **Profile Number** value to **None** and has pre-populated the **Extension** field.
6. Click **OK**.



7. From the **Profile** menu, click the **Profile** link.
8. Edit values, as needed, for the **Hunt Group Name**, **Calling Line ID Name**, and **Department**.
9. Click **Allow Call Waiting on Agents** to enable Call Waiting for the Hunt Group. If this box is checked, Hunt Group users that are on the phone hear the Call Waiting tone and can answer the second call. (**Note:** Individual users must have the Call Waiting feature activated to use this feature.)
10. From the **Group Policy** section, click the radio button for the hunting type you want to use. Options include:
    - **Circular:** Incoming calls hunt through users in the order they appear in the list, starting with the user following the last user to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.
    - **Regular:** Incoming calls hunt through users in the order they appear in the list, starting from the top each time.
    - **Simultaneous:** Incoming calls alert all users at the same time. The first user to answer handles the call.
    - **Uniform:** Incoming calls hunt through all users in order, starting with the user who has been idle the longest and ending with the user who most recently answered a call.
    - **Weighted Call Distribution:** Incoming calls are assigned to idle users based on percentages you assign on the Hunt Group's *Profile – Weighted Call Distribution* page. If you select this option, you must edit the Weighted Call Distribution page. (**Note**: When you complete steps 11-16 below, execute steps 1 and 2 again and select **Weighted Call Distribution**. Insert the **%** of calls per user (which must equal 100%) that you wish to assign and click **OK**.



11. From the **Skip to agent after <x> rings** drop-down, select the number of rings that may occur before the call routes to the next person. From the **Forward call after waiting <x> seconds** field, you may elect to enter the number of seconds you want a call to ring before it goes to the next number.
12. Enter the telephone number in the **Calls Forward to** field to route unanswered calls for the Hunt Group. (**Note:** If you have Cox Voice Mail set up on the hunt group, the field should be pre-populated with 9999999999).
13. Click **Search** to display a list of all Available Users in the Group in the left panel or refine your search by selecting values in the drop-down menus before you click **Search**.
14. Select the Users you want to be in Hunt Group and click **Add** or **Add All** to move them to the **Assigned Users** column.

15. Click the user’s name and click **Move Up** or **Move Down** to re-order the sequence of who receives hunt group calls.
16. Click **OK**.

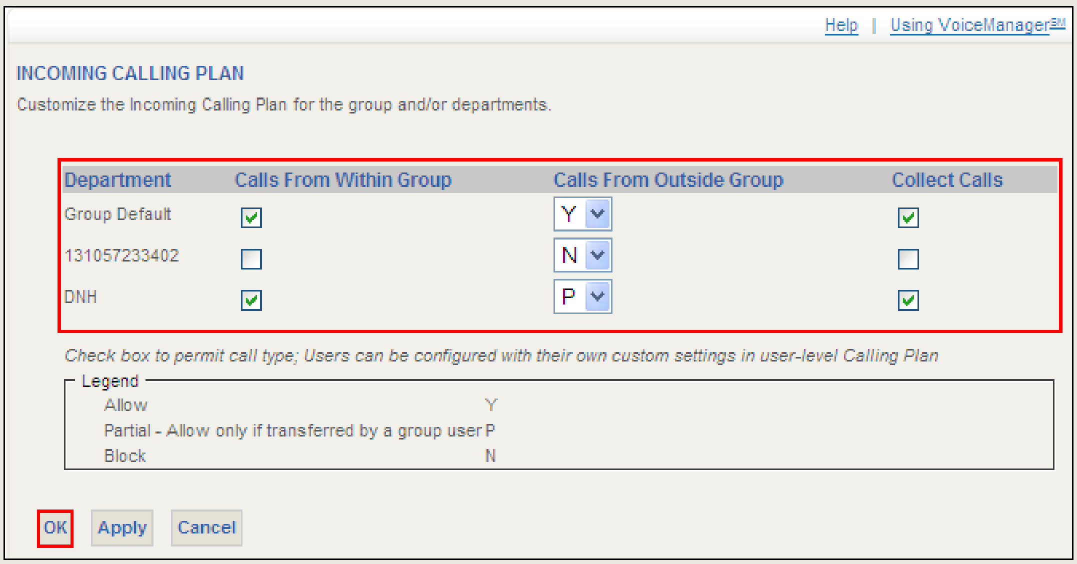
Note: Call Forwarding Busy and Call Forwarding All Calls features are deactivated on users assigned to a hunt group.

Important: When editing the Hunt Group profile page, do not click **Delete**. This erases the profile and requires you to call your Cox Representative to reactivate the Pilot Hunt Group line.

Incoming Calling Plan (Group)

Feature Description	Benefits
Incoming Calling Plan enables businesses to permit or restrict answering types of incoming calls. Permissions can be set on a company-wide or user specific basis.	**Cost** — Reduce calling expenses by preventing collect calls from being accepted. **Productivity** — Prevent outside callers from reaching and speaking with users that should be restricted to only internal calling

Group Setup

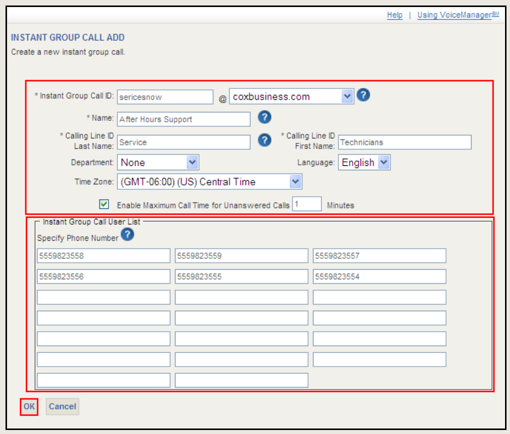


1. From the **Voice Administration** menu, click the **Calling Plan** option.
2. Click the **Incoming Calling Plan** link.
3. In the **Calls From Within Group** column, check the box to grant Departments permission to accept calls from group members.
4. In the **Calls From Outside Group** column, select **Y**, **N**, or **P** from the drop-down menus to identify whether the Department can accept or reject calls from external callers, or opt to calls that are transferred.
5. In the **Collect Calls** column, check the box if you want to permit departments to accept that type of call. (**Note**: Collect Calls incur charges to your business.)
6. Click **OK**.

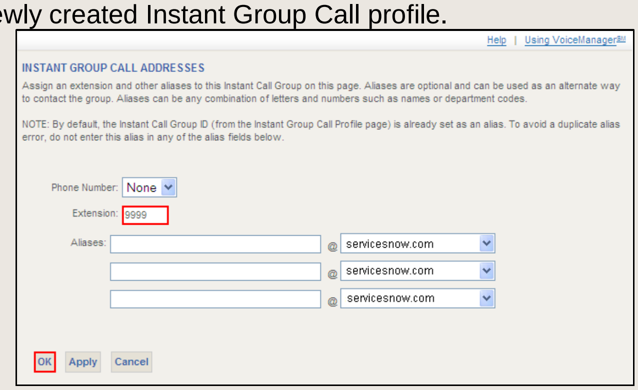
Instant Group Call

Feature Description	Benefits
Instant Group Call immediately establishes a conference call with a pre-determined list of telephone numbers by dialing an extension number.	**Communication** — Instantly connect a team of people to share information, review an issue, or make decisions. **Convenience** — Initiate conferencing by dialing a single extension number to automatically call all conference party numbers.

Setup



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Instant Group Call** link.
3. Click **Add**.
4. Enter your company name or two or more characters that are in the format of an email address in the **Instant Group Call ID** field.
5. Enter a unique value in the **Name** field.
6. Enter values in the **Calling Line ID First** and **Last Name** fields.
7. Select the proper **Time Zone** from its drop-down menu.
8. Check the **Enable Maximum Call Time** checkbox and enter **1** in the **Minutes** field.
9. From the **Specify Phone Number** area, enter the telephone numbers or extensions that you want to automatically conference. Click **OK**.
10. Click **Edit** on the newly created Instant Group Call profile.



11. From the **Profile** option, click the **Addresses** link.
12. Create a new extension number for your company in the **Extension** field and click **OK**.

Application Notes: When anyone in the company dials the defined extension number, all pre-configured numbers are called and conferenced simultaneously, regardless of the number of lines your firm has for making calls. Toll charges for the calls are billed to the company. Since this is an automated conference call, dialed parties must be ready to answer their phone. If calls go unanswered, members in the conference will hear ringing and the person's voice mail message, as applicable.

Outgoing Calling Plan (Group)

Feature Description

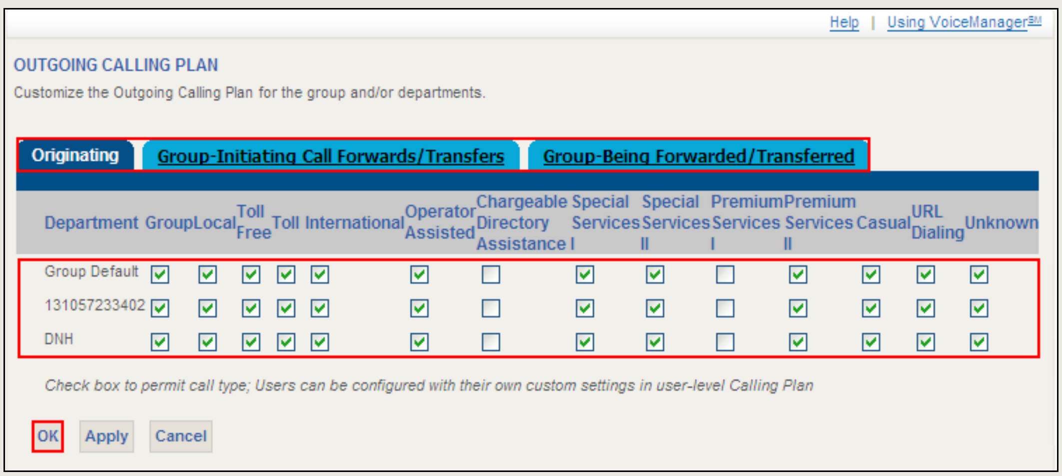
Outgoing Calling Plans enable businesses to allow or restrict the types of calls that are made. Permissions can be set for the whole or on a user-specific basis.

Benefits

Cost — Reduce toll calling expenses by preventing certain types of outgoing calls that may incur a charge, such as Long Distance, International, 900, 976, or 700.

Security — Prevent internal resources from placing inappropriate calls that could damage your company's reputation or jeopardize business policies.

Group Setup



1. From the **Voice Administration** menu, click the **Calling Plan** option.
2. Click the **Outgoing Calling Plan** link.
3. From the **Originating tab**, check the types of calls **Department** group members may place. (**Note**: The individual **Departments** are configured by the administrator.)
4. From the **Group-Initiating Call Forwards/Transfers tab** on calls initiated from within the group modify the types of calls that users in your group or departments can forward and transfer.
5. From the **Group-Being Forwarded/Transferred tab**, on internal calls received within the group, modify the types of calls that users in your group or departments can forward and transfer that may incur a charge.
6. Click **OK** on each tab.

(**Note**: When you attempt to place an external call and the amount of time to enter a digit exceeds four seconds, the call may not be completed.)

Series Completion

Feature Description

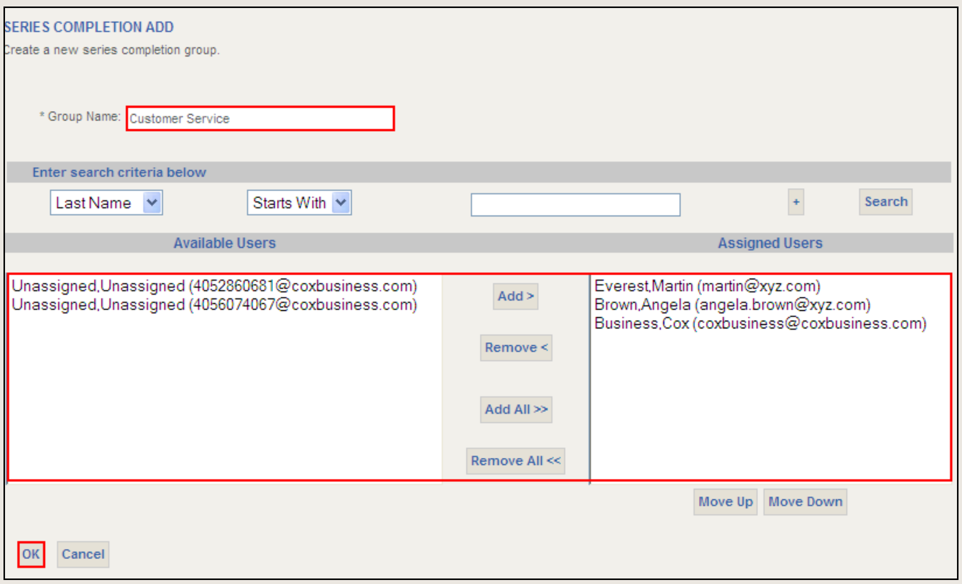
Series Completion is a company feature that automatically moves callers to the next available line in the hunt group if the first line is busy.

This type of hunting seeks an open line from a pre-defined list sequentially. It does not reverse direction and does not hunt on a no-answer condition.

Benefits

Service — Improve service levels and reduce callback messages by automatically hunting for the next available resource to answer a call.

Setup



1. From the **Voice Administration** menu, click the **Services** option**.**
2. Click the **Series Completion** link.
3. Enter a description for the Series Completion members in the **Group Name** field.
4. Click **Search** to display the list of all users in the group. Optionally, you may select specific criteria from the drop-down menus and enter a value in the blank text field in the **Enter search criteria below** section for quicker member location.
5. Click **Search**.
6. From the **Available Users** panel, select users you want to include in the Series Completion group and click **Add** or **Add All** to move them over to the **Assigned Users** column.
7. To change the order of the Assigned Users for receiving calls that hunt on a busy condition, select the User name and click **Move Up** or **Move Down** to re-order.
8. Click **OK** to save.

Note: Users in the Series Completion Group should not activate Call Waiting on their lines because this will prevent a call that comes to them from continuing the hunt sequence. The Call Forwarding Busy and Call Forwarding All Calls features do not operate on Series Completion Assigned Users. However, the Call Forwarding No Answer feature is operational since calls to an Assigned User in a Series Completion Group will only hunt on a busy condition.

Time Schedule – Group

Feature Description

Time Schedule at the Group level enables administrators to create schedules that can be accessed company-wide by anyone with features that use a scheduling option.

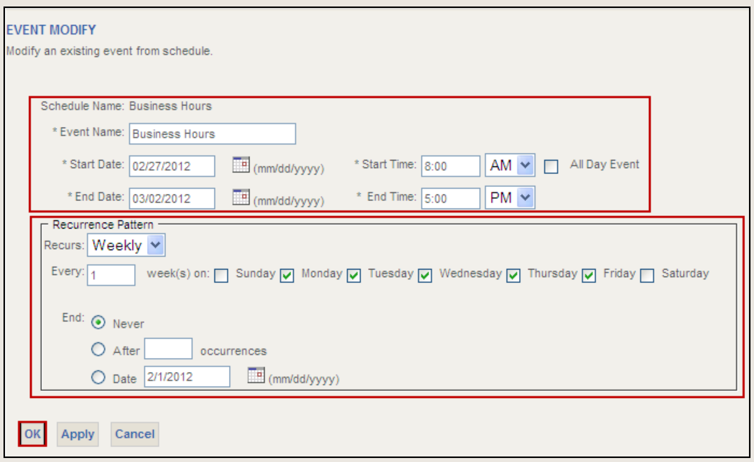
Schedules are created as events which can be based on criteria such as: holidays, date, day of week, and time of day. Recurring pattern options are provided to help set up multiple occurrences.

Benefits

Convenience — Customize the use of select features to your company's unique schedule.

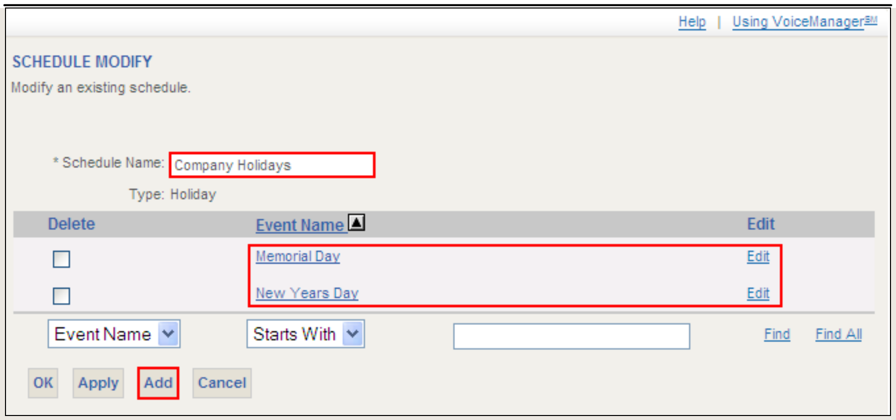
Efficiency — Build or edit Time Schedule templates company-wide so individual users are not required to duplicate the effort. Add, change or delete Time Schedules quickly.

Setup - Time Schedules

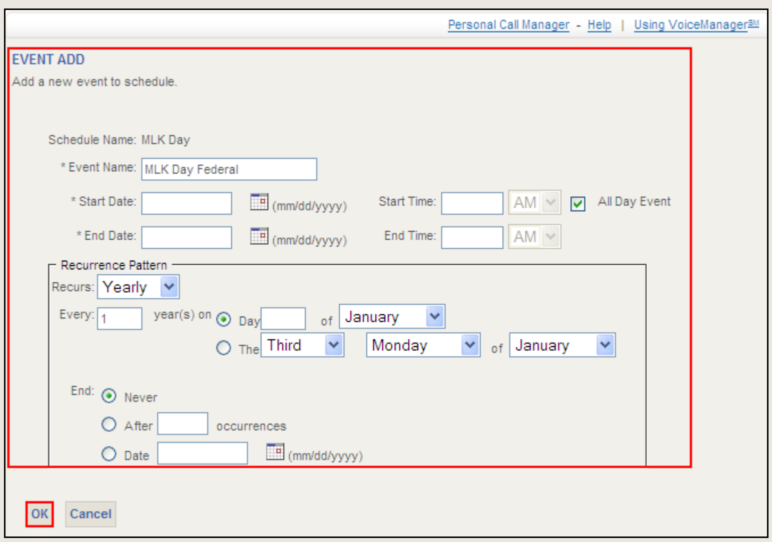


1. From the **Voice Administration** menu, select the **Profile** option.
2. Click the **Schedule** link.
3. Click **Add**.
4. Enter a description in the **Schedule Name** field and select the **Schedule Type** that represents the kind of timetable you want to create; either **Holiday** or **Time** (non-holiday).
5. Select the newly created **Schedule Name** link and click **Add**.
6. Enter a more detailed description of the time schedule name In the **Event Name** field.
7. Enter the **Start Date** and **Start Time** along with the **End Date** and **End Time**. A 12-hour clock is used, requiring that either **AM** or **PM** be designated. (**Note**: You may elect to check the **All Day Event** checkbox if applicable.)
8. In the **Recurrence Pattern** section, click the **Recurs** drop-down menu to define whether the event repeats and if so, how often it occurs. The options are: **Never**, **Daily**, **Weekly**, **Monthly**, and **Yearly**. Based on the selection you choose, you are prompted to populate associated fields.
9. Click the radio button that corresponds to the schedule expiration time. The options are: **Never**, a specific **quantity** in the **After** ___ **occurrences** space, or a specific **Date.**
10. Click **OK** twice.

Setup –Holiday Schedules



11. Repeat steps 1-3.
12. Enter a description in the **Schedule Name** field and select Holiday hours.
13. Click **OK**.
14. Select the new Holiday Schedule Name and click **Add**.



15. Repeat steps 6-10.

Application Note: Time and Holiday Personal Schedules can be used with several VoiceManager features including: Auto Attendant, Call Notify, Custom Ringback, Priority Alert, Selective Call Acceptance, Selective Call Rejection, Selective Call Forwarding, Simultaneous Ring, and Sequential Ring.

Voice Portal – Administrator

Feature Description

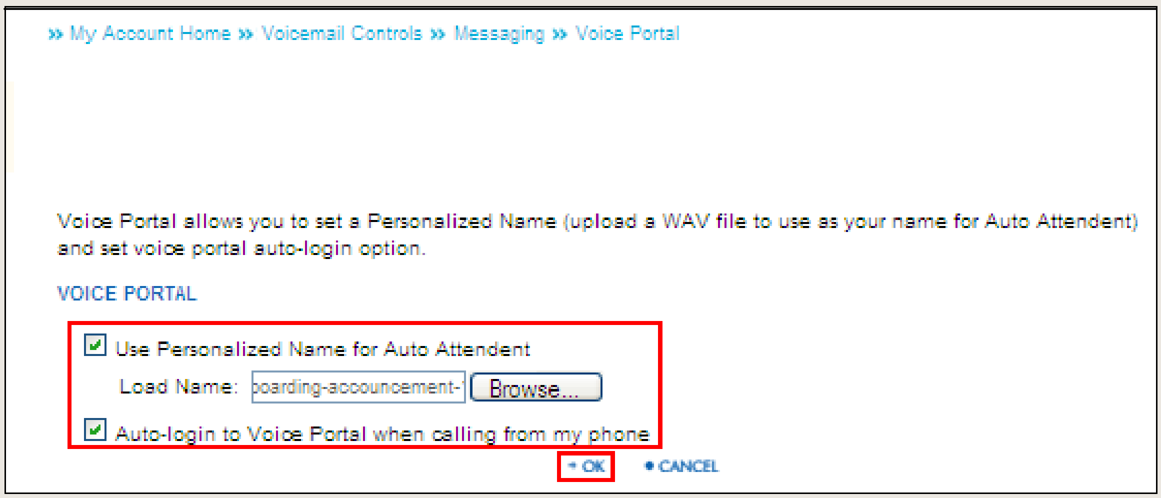
Voice Portal provides the Administrator with the ability to access VoiceManager remotely from any telephone number. This allows them to record and upload a new greeting for their Auto Attendant service.

Benefits

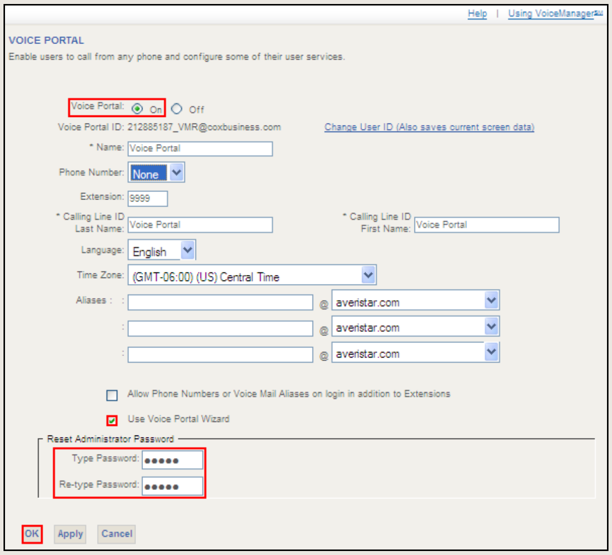
Flexibility — Enables Auto Attendant greeting recording changes to be made from any phone at any time.

Continuity — Modify Auto Attendant greetings remotely in the event of an operational issue that impacts building access, facility power, or other system capabilities.

Setup



1. From the **Voicemail/Portal Tools** menu, click the **Message Controls** option.
2. Click the **Voice Portal** link.
3. Check the **Use Personalized Name for Auto Attendant** checkbox and click the **Browse** button to download the file that will be used as a greeting to callers.
4. Check the **Auto-login to Voice Portal when calling from my phone** checkbox to sign into the feature automatically when you place calls from your home. (**Note**: From your phone, you may elect to use Feature Access Code ***62#** to configure.)
5. Click **OK** to save.



1. From the **Voice Administration** menu, click the **Services** option.
2. Click the **Voice Portal** link.
3. Click the **Voice Portal On** radio button.
4. Check the **Use Voice Portal Wizard** checkbox to allow users to set up their own access to Voice Portal.
5. Enter the Administrator Password you want to use to access voice portal in the **Type Password** space. (**Note**: This value must be from 6-8 digits; and it should be different than the password set up for Voice Portal at a User level.)
6. Re-enter the password in the **Re-type Password space**.
7. Click **OK**.

Remote Access and Use of Voice Portal

1. Call the Voice Portal from a remote phone and dial the outside Voice Portal number provided to your company by Cox.
2. Enter the **10-digit Auto Attendant number** followed by **#** when the system prompts you for your 10-digit office telephone number.
3. Press the asterisk **"*"** key and **9999#** when the system prompts you for your passcode. (**Note**: This is the internal command that produces the 10-digt string requested.)
4. Enter your **passcode** and **#**.

(**Note**: You have two options you can use to make modifications: For **Option 1**, use the steps provided to change or record an Auto Attendant greeting. **Option 3** enables you to change the Administrator passcode for Voice Portal. **Option 2** is not operational without calling a Cox Representative.)