



Cox Voice

COX

# Home phone that **goes anywhere**

Discover the next generation of home phone service that helps you stay connected, without staying tethered to a landline.

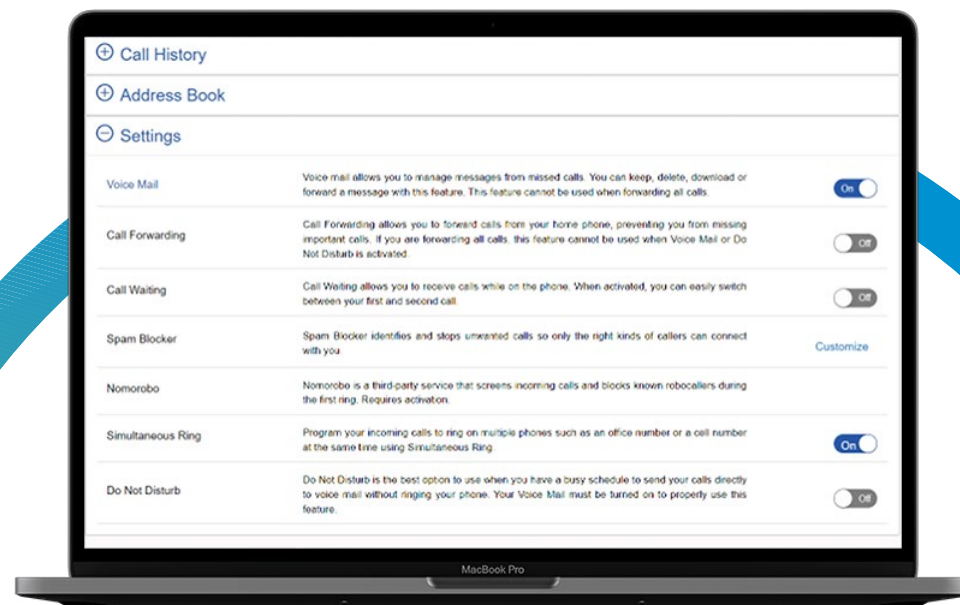


# Voice Tools

Voice Tools allows you quick and easy online access to your home phone features.

- Review all incoming and outgoing calls
- View, play and save voice mail messages with Readable Voice Mail
- Manage call forwarding rules and view call history

**Visit [voicetools.cox.com](https://voicetools.cox.com) and sign in with your Cox User ID and password.**



# Using **Advanced Features**

Cox Voice connects your home phone to your network of calling devices, and even helps protect you from unwanted calls.

## Enabling TV Caller ID with Contour

- 1 Press the **Menu** button (labeled as "**Cox**") on your Cox remote to access the **Main Menu**.
- 2 Use the **Up** or **Down** arrows to highlight **Interactive Services**, then press **Select**.
- 3 Use the **Up** or **Down** arrows to highlight **Phone Tools**, then press **Select**.
- 4 Use the **Up** or **Down** arrows to highlight **TV Caller ID**, then press **Select**.
- 5 Press the **Right** arrow and then **Up** or **Down** arrow to highlight **On** or **Off**, then press **Select**.

## Enabling Readable Voice Mail and Notifications

Readable Voice Mail transcribes audio messages into text, making them easier to review and share.

- 1 From [voicetools.cox.com](http://voicetools.cox.com), select **Settings**.
- 2 Set the **Voice Mail** setting to **On**.
- 3 Set the **Readable Voice Mail** setting to **On**.
- 4 Set the **Voice Mail Notification** setting to **On**.
- 5 Enter up to 5 email addresses.
- 6 Select a preferred file format (audio message, transcript or both).
- 7 Tap **Save** to confirm.

# Using **Advanced Features** (cont.)

## Enabling Simultaneous Ring

When your home phone rings, Cox Voice can notify up to three other phone lines (mobile or landline) at the same time—and let you use any of the devices to take the call.

- 1 From Voice Tools, select **Settings**.
- 2 Find the switch next to "**Nomorobo/Simultaneous Ring**" and turn it **On**.
- 3 Find the switch next to "**Simultaneous Ring**" and turn it **On**.
- 4 Enter up to three phone numbers.
- 5 Tap **Save** to confirm.

## Call Screening with Spam Blocker

As our customer, you already have Spam Blocker on Cox Voice. Receive automatic protection from spam calls and suspicious numbers. When you see a **[V]** or **green check** next to the caller's name, you can be sure they've been verified by Cox through the caller's voice provider.

Spam Blocker allows you to customize which calls are blocked. So you only get the calls you want. Plus, you can turn the feature off at any time.

Learn more at [www.cox.com/spamblocker](http://www.cox.com/spamblocker)

# Voice Mail

If you miss a call, Cox Voice makes it easy to check your messages from just about anywhere.

## From a home phone:

Dial **\*298**.

## From another line:

- 1 Call your home number.
- 2 When the greeting begins, press **\*5**.
- 3 Enter your PIN and press **#**.

## Setting Up Your Inbox

- 1 From your home phone, dial **\*298**.
- 2 Select a PIN (4-8 digits) and press **#**.
- 3 Record your name and a welcome greeting.



# Custom Greetings

Record a call greeting for any scenario or time of day to provide a more personal touch for your missed calls.

- ① From your home phone dial **\*298**.
- ② If prompted, enter your PIN and press **#**.
- ③ Press **3** for Greetings Menu and follow the directions.

## No Answer

### Plays if your call is unanswered.

*"Sorry I missed you! Please leave a message and I'll call you back soon."*

## Busy

### Plays if the caller reaches a busy signal.

*"Hello, I'm on another call right now. Please leave a message and I'll call back as soon as I can."*

## Extended Absence/Out of Office

### Plays for a specific amount of time.

*"Hi! I'll be gone until the 27th, but I'll return your call as soon as I get back."*

## Incoming Call

### Plays for group mailbox users.

*"Hey! You've reached the Smiths. To leave a message for John, press 0. For Jane, press 1."*