CE-IPCUGA
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Getting Started with Cox Business IP Centrex

First-Time Users
As a first time user to the Cox Business IP Centrex 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. Use the link that is outlined to access VoiceManager’s MyAccount.

Figure 1. Welcome Email (sample)

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

1. Click or copy and paste (in your web browser) 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 the Save button.
Accessing the Web Portal

You can access the MyAccount web portal in VoiceManager through a graphical user interface (GUI).

Figure 2. MyAccount Login page

1. Use the following steps to access the VoiceManager Web Portal.
2. Enter myaccount.coxbusiness.com in your web browser to open the MyAccount Resource Center home page.
3. Enter your User ID that has been assigned to you in the corresponding field.
4. Enter your Password in the corresponding field. (Note: All first-time users are prompted to change their password.)
5. Click the Sign In button.
   Result: The MyAccount Resource Center page appears.
Understanding the Dashboard

The VoiceManager Dashboard enables you to view and access modules to which you have been granted permissions by your VoiceManager Administrator.

In this chapter, you will be instructed on how to access the Dashboard. Detailed steps to configure individual features within the sections will be highlighted in the next chapter.

**Note**: The figure below displays all of the modules that are available in MyAccount. Your view may be different.

![MyAccount Resource Center page](image)
Accessing the Dashboard Modules

1. From the MyAccount Resource Center page, click the View Voice Tools link. Result: The Dashboard appears.

Figure 4. Dashboard window

Important: Based on the permissions granted to you by your company’s VoiceManager administrator, your view of the VoiceManager application (in Fig. 4) may be different.
Notice that the tabs in the toolbar are the same as the section headings on the left side of the screen. The only difference is that the left side section describes the types of functions and configurations you can perform in MyAccount.

**User & System Management Tab**

Functions in the User & System Management tab are used by VoiceManager Administrators primarily. Within this section, admins can configure users, call access plans, and group directories.

**Important:** If you have administrator permissions, you can access the User & System Management tab. (Note: Please refer to the IP Centrex Administrator Guide for set up instructions of this type.)
Call Settings Tab

Within the Call Settings tab, admins and some users can set up the following features: Auto Attendant, Call Park, and Music On Hold.

Figure 6. Call Settings Tab

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Call Settings tab OR the Call Settings link on the left side of the window.

Result: The module expands to show you the types of features you can configure.
Advanced Call Settings Tab

Within the Advanced Call Settings tab, you may be able to configure features associated with how a company’s team can dial out and answer their phones. These features include Call Pickup, Hunting and Series Completion, and Instant Group Call.

Figure 7. Advanced Call Settings Tab

1. From the VoiceManager Dashboard, click the Advanced Call Settings tab OR the Advanced Call Settings link on the left side of the window.

Result: The module expands to show you the types of features you can configure.
Applications Tab

The Applications tab enables you to access and download additional tools associated with VoiceManager.

The applications include Receptionist Console, Voice Portal, and Toolbar.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Applications tab OR the Applications link on the left side of the window.

Result: The module expands to display additional tools that you can use with VoiceManager.
IP Centrex Features

This section describes each IP Centrex feature and instructs you on how to activate, configure, edit, or delete the function in MyAccount (as applicable).

Anonymous Rejection

The Anonymous Call Rejection feature allows you to block callers that intentionally prevent the delivery of their name and number. Blocked callers are informed that you are not accepting calls from unidentified callers.

Use the steps below to configure your phone so that you automatically reject calls that are not identifiable.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the Dashboard, click the Call Settings tab.
4. From the Call Acceptance sub-section, click the Call Acceptance and Rejection link.
5. Check the On checkbox and click the Save button.

**Note:** Refer to the “Add Error! Reference source not found.” and “Add Rule” sections for instructions on how to configure rules.
Auto Answer for Multicast Pages

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 may disable the function.

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

1. Press the Setup button (Setup button)
2. Scroll to User Preferences to select.
3. Scroll to Select Call Preferences to select.
4. Select the Auto Answer Page option.
5. 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.
6. Press Save.

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 IP Centrex service.

Figure 10. Automatic Callback

Use the following steps to configure the Automatic Callback feature.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the Dashboard, click the Call Settings tab.
4. From the Dial/Redial sub-section, click the Automatic Callback link.
5. Select the On radio button.
6. Click the Save button.
   Result: A message indicates your Automatic Callback settings were updated.
Busy Lamp

Busy Lamp works with the IP Centrex phone so you can see when designated users are engaged in a telephone call.

**Figure 11. Busy Lamp**

Use the following steps to configure the **Busy Lamp** feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Advanced Call Settings** tab.
4. Under the **Team Calling** sub-section, click the **Busy Lamp** link.
5. Click the user or users 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.)*
6. Click the **Add** or **Add All** button to move one or all, respectively, 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.)*
7. 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**.
8. Click the **Save** button.
**Call Detail Records**

The Call Detail Records (CDR) feature enables users 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.

**Important**: 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 12. **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 13. Retrieve Call Detail Records

<table>
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<tr>
<th>Time Zone</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Account Number(s)</th>
<th>Phone Number(s)</th>
<th>Retrieve Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDT</td>
<td>10/05/2015</td>
<td>10/12/2015</td>
<td>001086052902</td>
<td>1 selected</td>
<td></td>
</tr>
</tbody>
</table>

Complete the following steps to view details of calls.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the User & Management System tab.
4. Under the Utilities section, click the Call Detail Records link. Result: The Retrieve Call Detail Records dialog appears.
5. From the following drop down menus, 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. See Figure 14.

Note: The amount of time it takes to retrieve your selected data will depend on the parameters you set.
Figure 14 displays the results of your customized Call Detail Record search.

**Figure 14. Sample: Call Detail Record Results – Table View**

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.
How to Apply Filters to Reports

When the list of Call Detail Records appears (Figure 14), 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 15 depicts the following scenario:

“I want to view details about specific calls that belong to account number 001086052902. I have my IP Centrex 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 15. Filter options
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 15).
   **Result:** The results of the specific calls appear in a list. See Figure 16.
   
   **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 17.

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 18.

**Figure 16. Call Detail Records**
How to Export Call Detail Records

Figure 17. Call Detail Records – PDF view (sample)

Figure 18. Call Detail Records – CSV view (sample)
How to Customize the View of a Report

The type of report displayed in Fig. 19 depicts the following specifications:

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

The Call Detail Records can be presented in multiple types of reports. At the top of the report, you may choose to view the following 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.

Note: Figures 19-22 are samples of the types of reports you can generate.

Notice the Select Timeframe drop-down menu at the bottom of the report. Here you may select time range options for the types of calls you have selected. They are: Calendar Dates, Days of the Week, Hours, and Weeks.

In Figure 19, 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 Selected Timeframe field.

Figure 19. Incoming and Outgoing (Combined) Report: Calendar Dates

1. Generate the Call Detail Records according to criteria you enter.
2. Click the Reports View link in the Viewing: section.
3. Click the **Incoming and Outgoing (Combined)** option from the **Show usage for:** drop-down menu.

4. Click the **Total** radio button from the **View** field.

5. Notice that the **Calendar Dates** option is selected from the **Selected Timeframe:** drop-down menu. **(Note:** This corresponds to the range of time you specified when you entered the criteria.)

**How to Customize the View of a Report**

The type of report displayed in Fig. 20 depicts the following specifications:

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

In Figure 20, you see that the only value changed on the report is the **Selected Timeframe.** The view now presents stats on the number of **Incoming and Outgoing (Combined) usage** for **Days of the Week.**

*Figure 20. Incoming and Outgoing (Combined) Report: Days of Week*
1. Generate the Call Detail Records according to criteria you enter.
2. Click the Reports View link in the Viewing: section.
3. Click the Incoming and Outgoing (Combined) option from the Show usage for: drop-down menu.
4. Click the Total radio button from the View field.
5. Notice that the Days of the Week option is selected from the Selected Timeframe: drop-down menu.

How to Customize the View of a Report

The type of report displayed in Fig. 21 depicts the following specifications:
- Incoming and Outgoing (Combined)
- Total View
- Hours

In Figure 21, you see that the only value changed on the report is the Selected Timeframe. The view now presents stats on the number of Incoming and Outgoing (Combined) usage for Hours during that time range.

Figure 21. Incoming and Outgoing (Combined) Report: Hours
1. Generate the Call Detail Records according to criteria you enter.
2. Click the Reports View link in the Viewing: section.
3. Click the Incoming and Outgoing (Combined) option from the Show usage for: drop-down menu.
4. Click the Total radio button from the View field.
5. Notice that the Hours option is selected from the Selected Timeframe: drop-down menu.

How to Customize the View of a Report

The type of report displayed in Fig. 22 depicts the following specifications:
- Incoming and Outgoing (Combined)
- Total View
- Weeks

In Figure 22, the value changed on the report is the Selected Timeframe. The view now presents stats on the number of 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 22. Incoming and Outgoing (Combined) Report: Weeks
1. Generate the Call Detail Records according to criteria you enter.

2. Click the Reports View link in the Viewing: section.

3. Click the Incoming and Outgoing (Combined) option from the Show usage for: drop-down menu.

4. Click the Total radio button from the View field. (Hint: Notice that the Hours option is selected from the Selected 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.
**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.

Figure 23. **Call Forwarding (Always)**

Use the following steps to configure the **Call Forwarding Always** feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **Dashboard**, click the **Call Settings** tab.
4. From the **Call Forwarding** sub-section, click the **Call Forwarding** link.
5. Check the **On** box at the left of the “Always” option.
6. In the **Forward To** field, enter the phone number to which you want all of your calls sent.
7. (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.
8. Click the **Save** button.
**Call Forwarding Busy**

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

**Figure 24. Call Forwarding Busy**

Use the following steps to configure the Call Forwarding Busy feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **Dashboard**, click the **Call Settings** tab.
4. From the **Call Forwarding** sub-section, click the **Call Forwarding** link.
5. Check the **On** box at the left of the “Busy” option.
6. In the **Forward To** field, enter the phone number to which you want all of your calls sent when the phone is in use.
7. Click the **Save** button.
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.

Figure 25. Call Forwarding No Answer

Use the following steps to configure the Call Forwarding No Answer feature.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the Dashboard, click the Call Settings tab.
4. From the Call Forwarding sub-section, click the Call Forwarding link.
5. Check the On box at the left of the “No Answer” option.
6. In the Forward To field, enter the phone number to which you want all of your calls sent after a set number of rings.
7. 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.
8. Click the Save button.
**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.

**Figure 26. Call Forwarding Not Reachable**

Use the following steps to configure the **Call Forwarding Not Reachable** feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **Dashboard**, click the **Call Settings** tab.
4. From the **Call Forwarding** sub-section, click the **Call Forwarding** link.
5. Check the **On** box at the left of the "**Not Reachable**" option.
6. In the **Forward To** field, enter the phone number to which you want all of your calls sent when your device cannot be located.
7. Click the **Save** button.
**Call Forwarding Selective**

**Call Forwarding Selective** allows you to re-route specific incoming phone calls that match criteria you have set.

The criteria for **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 2:00-3:00 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.

**Figure 27. Call Forwarding Selective**

Use the following steps to configure the **Call Forwarding Selective** feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **Dashboard**, click the **Call Settings** tab.
4. From the **Call Forwarding** sub-section, click the **Call Forwarding** link.
   **Result:** The **Call Forwarding** window appears.
5. Check the **On** box at the left of the **Call Forwarding Selective** option.
6. (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.
7. 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** page appears. (See Figure 17)
Use the following steps to set criteria that will define what, when, and how calls are forwarded the **Call Forwarding Selective** feature.

1. Follow steps 1-5 on the previous page.
2. Enter a name for the selective call type in the **Description** field.
3. 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.
4. 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.
5. 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.
6. In Figure 17, **Specific Phone Numbers / Any Unavailable Number** are part of the Call Selective Rule. In this example, calls that have blocked their caller ID or specific phone numbers will be re-routed. 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 18)

![Add Schedule/Event](image1)

**Figure 29. Add Regular Schedule or Holiday Schedule**

![Add Holiday Schedule](image2)

**Figure 30. 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 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 the VoiceManager Portal.

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#.*
Call Notify

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

Figure 31. Call Notify

Use the following steps to set up the Call Notify feature.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the Dashboard, click the Call Forwarding tab.
4. From the Call Forwarding sub-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.
To Add a Call Notify Rule

### Figure 32. Add Call Notify Rule

1. Follow steps 1-4 above.
2. Click the Add Call Notify Rule link. (See Figure 20)
   **Result:** The Add Call Notify Rule window appears.
3. Enter the name of the rule in the Description field.
4. Select the type of phone number for which you want to trigger email notifications in the When Receiving Calls From: drop-down menu. *(Note: The options are Any Phone Number and Specific Phone Number.)* **Remember:** The email notifications are sent to the email you listed in Figure 20.
5. 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.
6. 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 listed in Figure 20.
7. 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 you want in your Call Notify parameters.
8. **Specific Phone Numbers, Any Unavailable Number** and individual phone numbers are part of the Call Notify Rule. In Figure 21, calls matching all of the criteria will be re-routed. Check the Do Not Send Notification box if you do not want to trigger an email notification.
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 Notify rule to be active.

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.

3. Follow steps 1-8 in the **Add Regular** and **Holiday Schedule** section on page 29.

**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 IP Centrex service.

**Figure 33. Call Park**

Use the following steps to configure **Call Park** settings.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **VoiceManager Dashboard**, click the **Call Settings** tab.
4. From the **Holds and Transfers** sub-heading, click the **Call Park** link.

   **Result:** The **Call Park** window appears.
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 is able to 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 a Call Park Group section.

**Add a Call Park Group**

![Figure 34. Add Call Park Group Setup Page](image)

1. Continue from steps 1-9 on page 23 and enter a description for the members in the **Group Name** field.

2. From the **Available Users** link, click the names of whom you want to add to the Call Park group.

3. Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.

4. Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.

5. To find a user that is not in the Available Users list, click the **Search** drop-down menu.
6. Click either the **Last Name** or **First Name** option.
7. Enter the name in the **Search** field.
8. Click the **Find** button.
9. Once the list is complete, click the **Save and Return** button.  
   **Result:** A message indicates the Call Park Group is added.

**Park a Call on a Different Extension**

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

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 Pickup

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

Figure 35. Call Pickup

Use the following steps to set up the Call Pick feature.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Advanced Call Settings tab.
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, 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.

Enabling/Disabling Call Recording*

Note: 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.

This feature does not require set up in the VoiceManager Portal.

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.

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

1. Press the folded page 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.

*The customer is responsible for complying with all applicable laws.
Starting/Stopping Call Recording

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 page of soft keys.

2. Press the **right arrow navigation** button to go to the second page of softkeys.

3. Press the **RecNow** softkey to start recording.

4. Press the **StopRec** softkey to stop recording a call.

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

Playback Recorded Calls

1. Press the folded page 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).

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


**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 your Feature Access Code page).

If the calling number is not available, you receive an error message.

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

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.

**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.

*Figure 37. Call Transfer*

Use this type of transfer to reconnect to the transferring party after a pre-defined number of rings.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Call Settings tab.
4. Under the **Holds and Transfers** section, click the **Call Transfer** link.
*Result:* The **Call Transfer** window appears. (Figure 26)

5. Select the **On radio button** to activate the **Call Transfer Recall** feature.

6. 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.

**Busy Camp**

Use this type of transfer to camp a caller on a busy call until the number becomes available based on a configuration period of time.

1. Follow steps 1-3 on page 29.

2. Select the **On radio button** to activate the **Busy Camp** feature.

3. In the **Busy Camp Duration** field, enter the number of seconds – 30 to 600 – that the caller should hold until the line becomes available.

**Redirect Unannounced Transfers**

Use this type of transfer to prevent unannounced calls.

1. Follow steps 1-3 on page 29.

2. Select the **On radio button** to **Redirect Unannounced Transfers**.

**Redirect Announced Transfers**

Use this type of transfer to prevent announced calls.

1. Follow steps 1-3 on page 29.

2. Select the **On radio button** to **Redirect Announced Transfers**.

3. Click the **Save** button.

**Call Waiting**

When you turn on the **Call Waiting** feature, you can answer another call while you are on the phone.

*Figure 38. Call Waiting*
Use the following steps to set up the **Call Waiting** feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **VoiceManager Dashboard**, click the Call Receiving tab.
4. Under the **Call Receiving** section, click the **Call Waiting** link.  
   **Result**: The **Call Waiting** window appears. (Figure 27)  
5. Select the **On** radio button to activate the **Call Waiting** feature.  
6. Click the **Save** button.

**Calling Line ID**

**Calling Line ID** displays or blocks the name and number for callers inside and outside your group.

*Figure 39. Calling Line ID*
Use the following steps to configure **Calling Line Identification** for types of incoming and outgoing calls.

### Access the Calling Line ID feature.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **VoiceManager Dashboard**, click the **Call Settings** tab.
4. Under the **Call Acceptance** section, click the **Calling Line ID** link. (Figure 28)
   
   **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.

### 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 40.** 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 the VoiceManager Portal.

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.

Use this step to review whether a tone sounds when someone conferences into an active call.

4. Log in to **VoiceManager MyAccount**.
5. Click the **VoiceManager Tools** menu in the left navigation bar.
6. From the **VoiceManager Dashboard**, click the **Advanced Call Settings** tab.
7. From the **Team Calling** sub-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. (**Note:** If you want to change the current settings, contact a Cox Customer Service Representative.)

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**Do Not Disturb**

**Do Not Disturb** allows you to set your phone as unavailable so that incoming calls are routed to voice mail immediately.

You may activate and deactivate the feature by dialing a feature access code on your phone or configuring the service through MyAccount.

**Figure 41.** **Do Not Disturb**
Use the following steps to activate and deactivate the Do Not Disturb feature and Ring Reminder.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Call Settings tab.
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. Select the Ring Reminder radio button to On or Off 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.

**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.

**Hunting and Series Completion**

Hunting allows you to specify a list of phone numbers and patterns to redirect calls within a group.

Series Completion allows you to specify a list of phone numbers and forward calls to the next number in the series.

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

An Incoming Calling Plan by Account manages the way incoming calls are received by internal and external groups within accounts.

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

Incoming Calling Plan by User

Use the Incoming Calling Plan by User when you want to set restrictions on the types of calls that an account user receives.

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.

![Instant Group Call](image)

Use the following steps to view the existing *Instant Call* Groups.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. From the VoiceManager Dashboard, click the Advanced Call Settings tab.
4. Under the Team Calling section, click the Instant Group Call link.
   
   **Result:** The Instant Group Call window appears. (Figure 31)

5. Click the Add Instant Group Call Group link.
   
   **Result:** A second Instant Group Call window appears. (Figure 32)
Add an Instant Group Call

Figure 43.  Add Instant Call Groups

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. (Note: 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.
Edit / Delete an Instant Call Group

Use the following steps to edit or delete an existing call group.

1. Follow steps 1-4 in the Instant Call Group section (page 37).
2. Select the On check box next to the Instant Group Call group you want to activate.
3. Click the Edit link to change an existing group.
   **Result:** The same Instant Call Group window appears. (Figure 33)
4. Modify the necessary fields.
5. Click the Save and Return button.
6. To Delete an existing Instant Call Group, follow steps 1-4 in the Instant Call Group section (page 33).
7. Click the Delete link to the right of the call group you want to remove.
8. Click the Save button.
Digital Key Expansion Module Cisco SPA500DS

The Digital Key Expansion Module (KEM) provides 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 line keys (or buttons) are defined within IP Centrex by Cox Business. Any unused keys can optionally be programmed as speed dials from the KEM itself.

Figure 45. Digital Key Expansion Module Cisco SPA500DS

Use the following steps to create a manual speed dial number on unused line buttons. (Available on Cisco SPA500DS only.)

1. Press the unused line button on the KEM for three seconds.  
   **Result:** The Define Speed Dial window displays.

2. Enter the name for the speed dial.

3. Press the down arrow key to reach the phone number field. Enter the phone number and press Save.  
   **Result:** The speed dial is assigned to the unused line button and appears next to the button.

4. Press the line button to use the speed dial.
5. To edit or delete, repeat these steps on an existing manual speed dial and choose from the edit and delete options presented on the screen and soft keys.

**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 the VoiceManager Portal.

**Multi Location Extension Dialing**
IP Centrex 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 the VoiceManager Portal.

**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 page on the Cisco SPA Series phones.

1. Lift the handset or press the headset icon (ivr) or the speaker icon (ivr).
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 page.

**Enable Bluetooth**

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

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

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 IP Centrex 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 are able to use your Cisco SPA525G2 phone for Bluetooth connectivity.

**To 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.

**If you are on a call and have to leave**

1. 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.
Music On Hold - User

Music On Hold plays music for callers on hold and is available with the VoiceManager Anywhere package and IP Centrex service. This feature can be used with Call Park, Call Waiting, Call Hold, and Busy Camp.

**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 VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the Call Settings tab.
4. Under the Holds and Transfers section, click the Music On
5. Click the On checkbox to activate Music On Hold.
6. Select Off to override any group setting that is already selected and deactivate the feature.
7. Select the Music Type - Group-Defined Music or Custom.
8. **Group-Defined Music** is set for the entire organization.
9. **Custom** enables uploading an audio file that will replace the Group-Defined audio.
10. Click the Select Audio or Change Audio link to change a custom wave file.
11. Click Browse to find the desired audio file.
12. Click the checkbox to accept the disclaimer.
13. Click the **Continue** button.

14. Click the **Internal Calls** checkbox for music to play for **Internal Calls**.

15. Click the **System Default** or **Custom** radio button for music choice.

16. For **Custom** music, repeat steps #7-10.

17. Click the **Save and Return** button.

**Figure 47. Configure Music On Hold Rules**

---

1. Click the **Edit** or **Delete** link to manage Music on Hold options for the entire profile or specific accounts.

2. Select the **On** or **Off** checkbox to activate or deactivate Music On Hold.

**Figure 48. Add Music On Hold Rules**
3. If the feature is **On**, choose when the music will play – **Call Hold**, **Call Park**, **Busy Camp**.
4. Select the **Music Type** – **System Default Music** or **Custom**.
5. Click the **Select Audio** or **Change Audio** link to change a custom wave file.
6. Click **Browse** to find the desired audio file.
7. Click the **checkbox** to accept the disclaimer.
8. Click the **Continue** button.
9. Click the **Internal Calls** checkbox for music to play for **Internal Calls**.
10. Click the **System Default** or **Custom** radio button for music choice.
11. For **Custom** music, repeat steps #7-10.
12. Click the **Save and Return** button.

**Figure 49. Select File for Custom Music On Hold**

Use the following steps to select a customized file for your **Music On Hold**.

1. Click the **Edit** or **Delete** link to manage Music On Hold options for the entire profile or specific accounts
2. Select the **On** or **Off** checkbox to activate or deactivate Music On Hold.
3. If the feature is **On**, choose when the music will play – **Call Hold**, **Call Park**, **Busy Camp**.
4. Select the **Music Type** – **System Default Music** or **Custom**.
5. Click the **Select Audio** or **Change Audio** link to change a custom wave file.
6. Click **Browse** to find the desired audio file.
7. Click the checkbox to accept the disclaimer.
8. Click the Continue button.
9. Click the Internal Calls checkbox for music to play for Internal Calls.
10. Click the System Default or Custom radio button for music choice.
11. For Custom music, repeat steps #7-10.
12. Click the Save and Return button. (Figure 41)

**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 the VoiceManager Portal.

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.

**Outlook® Integration**

Outlook Integration enables the use of your personal contact lists with the VoiceManager Toolbar, Receptionist Console, and Personal and Group directories.

![Outlook Integration Set Up](image)

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 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 **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 Phone 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.

**Figure 51. Add / Edit Contacts**

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

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 Contact List link.
5. To import a contact list from a saved file, click the Import Contact List link.
6. To add contacts one at a time as a User click the Add Personal Contact link.
   Administrators, click the Add Common Contact link to add contacts one by one.
7. Enter the Name of the contact in the field provided.
8. Enter the associated Phone Number.
9. Click the Save button.
   Result: A message indicates your contact added successfully.
**Personal Status Manager**

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

![Set Your Status Setting](image)

**Figure 52. Set Your Status Setting**

Configure Different Status Settings – 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. 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 your accessibility. In this example, click the **Available (In Office)** option. **(Note: Setting the status to None maintains normal call management.)**
6. Under the **Status Settings** section, click the **Show Setting** link for **Available (In Office).**
7. In the **Simultaneously Ring** field, enter another phone number to ring with the primary line.

8. 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**.

9. If you select the **Forward to Cox Voicemail** or **Forward to Other** drop-down menu, enter a phone number in the field provided.

10. If you select the **If I Don’t Answer** drop-down menu and select where calls should route.

11. Click the **Save** button.

**Configure Different Status Settings – Available (Out of Office)**

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

**Figure 53. Personal Status Manager – Available (Out of Office)**

![Image of Personal Status Manager](image)

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

1. Repeat steps 1-4 in the section above.

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

3. Click the **When a Call Is Received** drop-down menu and select where calls should route.

4. Click **Forward to Cox Voicemail** or **Forward to Other** and enter a phone number in the field provided.

5. Enter an **Email address** in the **Send Notification Emails to** field to receive an alert of a missed call.

6. Click the **Save** button.
Configure Different Status Settings – Busy

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

**Figure 54. Personal Status Manager – Busy**

![Personal Status Manager – Busy](image)

Use the following steps to set your status as busy.

1. Repeat steps 1-4 in the **Configure Different Status Settings – Available (In Office)**.
2. Under **Status Settings**, click the **Show Setting** link for **Busy**.
3. Click the **When a Call Is Received** drop-down menu and select where calls should route.
4. Click the **Forward to Cox Voicemail** or **Forward to Cox Voicemail except from specific phone numbers** drop-down menu.
5. Click the **Forward to Cox Voicemail except from specific phone numbers** and enter up to four phone numbers, then enter the phone number to ring for calls that ring those numbers in the **forward These Numbers to** field.
6. Click the **Save** button.
Configure Different Status Settings – Unavailable

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

**Figure 55. Personal Status Manager – Unavailable**

Use the following steps to set your status as unavailable.

1. Repeat steps 1-4 in the **Configure Different Status Settings – Available (In Office)**.
2. Under **Status Settings**, click the **Show Setting** link for **Unavailable**.
3. Click the **When a Call Is Received** drop-down menu and select where calls should route.
4. Click **Forward to Cox Voicemail** or **Forward to Cox Voicemail** except from specific phone numbers.
5. 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.
6. Click the **Save** button.
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.

Figure 56. Priority Alert

![Priority Alert create screen](image)

Figure 57. Priority Alert – Add Rule

![Priority Alert edit screen](image)

Use the following steps to view and a Priority Alert Rule.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the Call Settings tab.
4. Under the Call Receiving section, click the Priority Alert link.
5. Click the On checkbox next to a Priority Alert Rule from your list.
6. Click the **Save** button.
7. Click the **Add Priority Alert** link to create a new rule.
8. Enter an explanation for the rule in the **Description** field.
9. Select the type of phone number to apply the rule to in the **When Receiving Calls From** drop-down menu.
10. Click the **Use Priority Alert** or **Do Not Use Priority Alert** radio button to define how to treat the call.
11. Select when to apply the rule by clicking an option in the **During Regular Schedule and During Holiday Schedule** drop-down menus.
12. Create separate **Priority Alert Rules** if both a **Regular** and a **Holiday Schedule** are desired. (Note: See **Add Regular and Holiday Schedule** section on page 29 for instructions on how to create and edit a Regular and Holiday schedule.)
13. Click the **Save and Return** 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.

Figure 58. Push to Talk

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

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the Call Settings tab.
4. Under the Call Receiving section, click the Push to Talk link.
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: One-Way Connection - only the caller can talk and be heard. Two-Way Connection - both parties can talk and be heard.)
8. Select who you want to Allow Calls From from in the drop-down menu and choose Only the Assigned Users or Everyone except the Assigned Users.
9. Click the Save button.
Use the following steps to search and assign or unassign users for the **Push to Talk** feature.

1. Follow steps 1-4 in the **Push to Talk** section above.
2. Click the **Search** drop-down menu.
3. Click either the **Last Name** or **First Name** option.
4. Enter the name in the **Search** field.
5. Click the **Find** button.
6. Alternately, click on names from the **Available Users** list.
7. Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
8. Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
9. Click the **Save** button to store settings.

**Result:** A message indicates the **Push to Talk** settings updated successfully.
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.

Figure 60. Remote Office

1. Use the following steps to set up a phone number for the Remote Office feature.
2. Log in to VoiceManager MyAccount.
3. Click the VoiceManager Tools menu in the left navigation bar.
4. Click the Advanced Call Settings tab.
5. Under the Remote Calling section, click the Remote Office link.
6. Click the Remote Office On radio button to activate the feature.
7. Enter a phone number in the Remote Phone Number field where you can be reached.
8. Click the Save button.

Result: A message indicates the Remote Office settings were updated successfully.
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 pages, such as Sequential Ring, Auto Attendant, and Call Notify.

Refer to the Add a Regular and Holiday section on page 29.

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.

Figure 61. Create Sequential Ring List

Use the following steps to set up a Sequential Ring chain.

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the Call Settings tab.
4. Under the Call Forwarding section, click the Sequential Ring link.
5. 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.
6. Click the Skip to Next Number if Busy check box to ring the next number in the list if a number is busy.
7. Click the **Allow Caller to Skip Sequence** check box for call to advance to the first available number in the list.

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.

**Figure 62. Define Call Routing**

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. 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**.
8. Click the **Save** button.
Use the following steps to configure a new **Sequential Ring** Rule.

1. Click the **Edit** or **Add Sequential Ring Rule** link to change or add a new Sequential Ring Rule.
2. Enter a **Description** for the rule in the field provided.
3. Click the **When Receiving Calls From** drop-down menu.
4. Click the phone number to which the rule applies. The options are **Any Phone Number** or **Specific Phone Numbers**.
5. If you select **Specific Phone Numbers**, click the type of phone number (**Any Private Number** or **Any Unavailable Number**) and enter the number.
6. Click the **Call Sequential Ring List** or **Do Not Call Sequential Ring List** check box to activate or deactivate this feature.

7. Click the **During Regular Schedule** or **During Holiday Schedule** drop-down menus.

8. Click the schedule for when the **Sequential Ring Rule** should apply.

9. Add a new schedule by clicking the **Add a Regular Schedule** or **Add a Holiday Schedule** link and entering the required information.  
   (See the **Add a Regular and / or Holiday Schedule** section on page 29.)

10. Create separate **Sequential Ring Rules** if both a **Regular** and a **Holiday Schedule** are desired.

11. See **Setting Up Schedules** for detailed instructions.

12. Click the **Save and Return** button.
**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.

Figure 65. **Simultaneous Ring List Options**

Use the following steps to identify other numbers that will ring when you receive an incoming call.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Call Forwarding** section, click the **Simultaneous Ring** link.
5. Click the **Off** checkbox to disable the Simultaneous Ring feature.
6. Click the **Always On** check box to turn Simultaneous Ring on all the time.
7. Enter up to ten Phone Numbers that will ring at the same time.
8. Click the **Yes** or **No** drop-down menu for the **Answer Confirmation** action for each phone number.
9. Click the **Add Another Number** link to add a phone number to the list.
10. Click **Remove** to delete a phone number from the list.
11. Click **On With Simultaneous Ring Rules** to enable feature when a specific rule is selected.
12. Click the **Do Not Call My List If I Am On a Call** check box to disable the feature when on a call.
13. Click the **Save** button.
Use the following steps to add and configure a Simultaneous Ring Rule.

1. Follow steps #1-4 of Simultaneous Ring List Options.
2. Click the checkbox next to an existing rule to activate the feature.
3. Click the Edit or Delete link to change or remove a rule.
4. Click the Add Simultaneous Ring Rule link to create a new rule.
5. Enter a rule name in the Description field.
6. Click the When Receiving Calls From drop-down menu.
7. Click the phone number to which the rule applies. The options are Any Phone Number or Specific Phone Numbers.
8. If you select Specific Phone Numbers, click the type of phone number (Any Private Number or Any Unavailable Number) and enter the number.
9. Click the Call Simultaneous Ring List or Do Not Call Simultaneous Ring List check box to activate or deactivate this feature.
10. Click the drop-down menu for During Regular Schedule or During Holiday Schedule to select when the rule applies.
11. Create a new schedule by clicking the Add a Regular Schedule or Add a Holiday Schedule link. (Note: See the Add Regular and / or Holiday Schedule section on page 29 for detailed instructions on how to configure both types.)

12. Create separate Simultaneous Ring Rules if both a Regular and a Holiday Schedule are desired.

13. Click the Save and Return button.
   Result: A message indicates your Simultaneous Ring Rule settings were saved successfully.

**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.

**Figure 68. Speed Dial**

**Figure 69. Add Speed Dial Rule**

**Figure 70. Edit Speed Dial Rule**
Use the following steps to review, add, and edit or delete a **Speed Dial** Rule.

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

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Dial / Redial** heading, click the **Speed Dial** link.
5. Click the **Add Speed Dial Rule** link.
6. Click the **Speed Code** drop-down menu to assign a code to a **Phone Number**.
7. Enter the **Phone Number** to attach to the **Speed Code**.
8. Enter a name in the **Description** field for the speed dial party.
9. Click the **Save** button.
10. Click the **Edit** or **Delete** link to modify an existing rule and modify necessary fields.

**Result:** A message indicates the **Speed Dial Rule** was added, edited, or deleted. **Speed Dial** numbers may be accessed using a code or the **VoiceManager Toolbar**.

**VoiceManager Toolbar**

Users have access to most MyAccount configuration options directly from the Toolbar.

**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.

**Figure 71. VoiceManager Toolbar**

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

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. From the **Applications** tab, click the **VoiceManager Toolbar Download** link.
**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.

![Figure 72. Personal Voice Portal Settings](image)

Use the following steps to add the Voice Portal application to your computer.

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 **General Applications** section, click the **Voice Portal** link.

In order 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.

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.

10. Administrators may also use this section to **Reset Administrator Passwords**. Click the **Yes** checkbox and enter the new password.

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

![Figure 73. Group Voice Portal](image)

Use the following steps to configure **Voice Portal** application settings.

1. Follow steps 1-4 on the previous page.

2. In order for employees to access Voice Portal, administrators must click the **Voice Portal On radio button** under **Group Voice Portal Settings** to activate the feature.

3. Click the **Allowed Logins** drop-down menu to select **Extensions**, **Phone Numbers** and **Voice Mail Aliases**, or **Extensions Only**.
4. Click the **Use Voice Portal Wizard: On** radio button to allow employees to set up their own access to Voice Portal.

5. Click the **Save** button.
Appendix A

Feature Access Codes

Feature Access Codes allow you to activate and deactivate many of the functions in VoiceManager through your phone.

**Note:** You cannot change Feature Access Codes. Availability of Feature Access Codes varies by product package.

<table>
<thead>
<tr>
<th>Feature Access Code Name</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous Call Rejection Activation</td>
<td>*77#</td>
<td><strong>Anonymous Call Rejection Activation</strong> Callers without available caller identification are informed that the user is not accepting calls at that time. Does not apply to calls from within the group.</td>
</tr>
<tr>
<td>Anonymous Call Rejection Deactivation</td>
<td>*87#</td>
<td><strong>Anonymous Call Rejection Deactivation</strong> Callers without available caller identification will be able to get through to the user's phone.</td>
</tr>
<tr>
<td>Anonymous Call Rejection Interrogation</td>
<td><em>52</em></td>
<td><strong>Anonymous Call Rejection Interrogation</strong> Allows users to determine the status and destination of an anonymous number that is rejected.</td>
</tr>
<tr>
<td>Automatic Callback Deactivation</td>
<td>#8#</td>
<td><strong>Automatic Callback Deactivation</strong> If a user calls a line in their group that is busy, they cannot automatically get a call back when it becomes available.</td>
</tr>
<tr>
<td>Automatic Callback Menu Access</td>
<td>#9#</td>
<td><strong>Automatic Callback Menu Access</strong> Triggers the Interactive Voice Response (IVR) menu, which lists the current pending callbacks and allows the user to cancel individual callbacks.</td>
</tr>
<tr>
<td>Call Bridge</td>
<td>*15</td>
<td><strong>Call Bridge</strong> allows Shared Call Appearance (SCA) users to initiate or join a bridge.</td>
</tr>
<tr>
<td>Call Forwarding Always Activation</td>
<td>*72#</td>
<td><strong>Call Forwarding Always Activation</strong> allows users to redirect all calls to another phone number.</td>
</tr>
<tr>
<td>Call Forwarding Always Deactivation</td>
<td>*73#</td>
<td><strong>Call Forwarding Always Deactivation</strong> prevents users from redirecting all incoming calls to a different phone number.</td>
</tr>
<tr>
<td>Call Forwarding Always Interrogation</td>
<td><em>21</em></td>
<td><strong>Call Forwarding Always Interrogation</strong> allows users to determine the status and destination of a number that is always forwarded.</td>
</tr>
<tr>
<td>Feature Access Code Name</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>--------</td>
<td>------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Call Forwarding Always To Voice Mail Activation</td>
<td>*21#</td>
<td><strong>Call Forwarding Always To Voice Mail Activation</strong> allows users to redirect all incoming phone calls to voice mail.</td>
</tr>
<tr>
<td>Call Forwarding Always To Voice Mail Deactivation</td>
<td>#21#</td>
<td><strong>Call Forwarding Always To Voice Mail Deactivation</strong> prevents users from redirecting all incoming calls to voice mail.</td>
</tr>
<tr>
<td>Call Forwarding Busy Activation</td>
<td>*90#</td>
<td><strong>Call Forwarding Busy Activation</strong> allows users to redirect calls to a different phone number when their primary phone is busy.</td>
</tr>
<tr>
<td>Call Forwarding Busy Deactivation</td>
<td>*91#</td>
<td><strong>Call Forwarding Busy Deactivation</strong> prevents users from redirecting calls to another destination when an incoming call encounters a busy condition.</td>
</tr>
<tr>
<td>Call Forwarding Busy Interrogation</td>
<td><em>67</em></td>
<td><strong>Call Forwarding Busy Interrogation</strong> allows users to determine the status and destination of a number that is forwarded when busy.</td>
</tr>
<tr>
<td>Call Forwarding Busy To Voice Mail Activation</td>
<td>*40#</td>
<td><strong>Call Forwarding Busy To Voice Mail Activation</strong> allows users to redirect calls to voice mail when an incoming call encounters a busy condition.</td>
</tr>
<tr>
<td>Call Forwarding Busy To Voice Mail Deactivation</td>
<td>#40#</td>
<td><strong>Call Forwarding Busy To Voice Mail Deactivation</strong> prevents users from redirecting calls to voice mail when an incoming call encounters a busy condition.</td>
</tr>
<tr>
<td>Call Forwarding No Answer Activation</td>
<td>*92#</td>
<td><strong>Call Forwarding No Answer Activation</strong> allows users to redirect their calls to a co-worker instead of sending the caller to voice mail when the user can't answer their phone.</td>
</tr>
<tr>
<td>Call Forwarding No Answer Deactivation</td>
<td>*93#</td>
<td><strong>Call Forwarding No Answer Deactivation</strong> prevents users from redirecting calls to a destination when an incoming call is not answered.</td>
</tr>
<tr>
<td>Call Forwarding No Answer Interrogation</td>
<td><em>61</em></td>
<td><strong>Call Forwarding No Answer Interrogation</strong> allows users to determine the status and destination of a number that forwarded when there is no answer.</td>
</tr>
<tr>
<td>Feature Access Code Name</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Call Forwarding No Answer To Voice Mail Deactivation</td>
<td>*41#</td>
<td>Prevents users from redirecting calls to voice mail when an incoming call is not answered.</td>
</tr>
<tr>
<td>Call Forwarding No Answer To Voice Mail Activation</td>
<td>#41#</td>
<td>Allows users to redirect calls to voice mail when an incoming is not answered.</td>
</tr>
<tr>
<td>Call Forwarding Not Reachable Activation</td>
<td>*94#</td>
<td>Allows users to redirect calls to another destination when the phone device is not accessible.</td>
</tr>
<tr>
<td>Call Forwarding Not Reachable Deactivation</td>
<td>*95#</td>
<td>Prevents users from redirecting calls to another destination when the phone device is not accessible.</td>
</tr>
<tr>
<td>Call Forwarding Not Reachable Interrogation</td>
<td><em>63</em></td>
<td>Allows users to determine the status of the Call Forwarding Not Reachable service.</td>
</tr>
<tr>
<td>Call Park</td>
<td>*68#</td>
<td>Allows members of a Call Park Group to park a call so that any member of the group can retrieve it.</td>
</tr>
<tr>
<td>Call Park Retrieve</td>
<td>*88#</td>
<td>Allows members of a Call Park Group to retrieve calls parked by any member of the group.</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>*98#</td>
<td>Allows users within a Call Pickup Group to answer phones for other members in that group. Enter the feature access code followed by the extension.</td>
</tr>
<tr>
<td>Call Retrieve</td>
<td>*88#</td>
<td>Allows a user from a shared location to retrieve an existing active call from another shared location.</td>
</tr>
<tr>
<td>Call Return</td>
<td>*69#/ #69#</td>
<td>Allows users to return a call to the phone number of the last call received.</td>
</tr>
<tr>
<td>Call Return Number Deletion</td>
<td>#92#</td>
<td>Allows a user to delete the last incoming number for the Call Return feature.</td>
</tr>
<tr>
<td>Call Waiting Interrogation</td>
<td><em>53</em></td>
<td>Allows users to see the number of a call that is waiting to be answered.</td>
</tr>
<tr>
<td>Feature Access Code Name</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Call Waiting Persistent Activation</td>
<td>*43#</td>
<td><strong>Call Waiting Persistent Activation</strong> allows users to turn on Call Waiting for all calls they place.</td>
</tr>
<tr>
<td>Call Waiting Persistent Deactivation</td>
<td>#43#</td>
<td><strong>Call Waiting Persistent Deactivation</strong> allows users to turn off Call Waiting for the next call and all subsequent calls they place.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking Interrogation</td>
<td>*54#</td>
<td><strong>Calling Line ID Delivery Blocking Interrogation</strong> allows users to see details of a call even though the caller has set the phone to prevent the display of their calling line ID for all calls.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking Persistent Activation</td>
<td>*31#</td>
<td><strong>Calling Line ID Delivery Blocking Persistent Activation</strong> allows users to prevent the display of their calling line ID for all calls.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking Persistent Deactivation</td>
<td>#31#</td>
<td><strong>Calling Line ID Delivery Blocking Persistent Deactivation</strong> allows users to display their calling line ID for all calls.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking per Call</td>
<td>*67#</td>
<td><strong>Calling Line ID Delivery Blocking per Call</strong> allows users to prevent the display of their calling line ID on a per-call basis.</td>
</tr>
<tr>
<td>Calling Line ID Delivery per Call</td>
<td>*65#</td>
<td><strong>Calling Line ID Delivery per Call</strong> allows users to override the Calling Line ID Delivery Blocking Persistent setting for the next call.</td>
</tr>
<tr>
<td>Cancel Call Waiting</td>
<td>*70#</td>
<td><strong>Cancel Call Waiting</strong> allows users to turn off Call Waiting for the next call they receive.</td>
</tr>
<tr>
<td>Customer Originated Trace</td>
<td>*57#</td>
<td><strong>Customer Originated Trace</strong> allows users to place a trace on the previous phone number from which they received a call.</td>
</tr>
<tr>
<td>Direct Voice Mail Transfer</td>
<td>*55#</td>
<td><strong>Direct Voice Mail Transfer</strong> allows users to transfer a held call to voice mail.</td>
</tr>
</tbody>
</table>
# Feature Access Codes

<table>
<thead>
<tr>
<th>Feature Access Code Name</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directed Call Pickup</td>
<td>*97#</td>
<td><strong>Directed Call Pickup</strong> allows users to dial a feature access code followed by another user’s extension to answer a call for that person.</td>
</tr>
<tr>
<td>Directed Call Pickup with Barge-in</td>
<td>*33#</td>
<td><strong>Directed Call Pickup with Barge-in</strong> allows users to conference into a call that has already been answered by dialing a feature access code and the extension.</td>
</tr>
<tr>
<td>Diversion Inhibitor</td>
<td>*80#</td>
<td><strong>Diversion Inhibitor</strong> allows a user to prevent transferred calls to be redirected.</td>
</tr>
<tr>
<td>Do Not Disturb Activation</td>
<td>*78#</td>
<td><strong>Do Not Disturb Activation</strong> allows users to set their phone status to “unavailable” so that their phone does not ring, and all calls go directly to the “busy” status for call handling.</td>
</tr>
<tr>
<td>Do Not Disturb Deactivation</td>
<td>*79#</td>
<td><strong>Do Not Disturb Deactivation</strong> allows users to turn off the feature, thereby changing their status to “available.”</td>
</tr>
<tr>
<td>Flash Call Hold</td>
<td>*22#</td>
<td><strong>Flash Call Hold</strong> allows users to put a call on hold by flashing the switch hook and dialing the feature access code.</td>
</tr>
<tr>
<td>Group Call Park</td>
<td>#58#</td>
<td><strong>Group Call Park</strong> allows users to park a call on the first available line of the Call Park Group.</td>
</tr>
<tr>
<td>Last Number Redial</td>
<td>*66#</td>
<td><strong>Last Number Redial</strong> allows users to redial the last number they called by dialing a feature access code.</td>
</tr>
<tr>
<td>Local Control Activation</td>
<td>*12#</td>
<td><strong>Local Control Activation</strong> allows users to enable alternate phone devices from which they can answer and make calls.</td>
</tr>
<tr>
<td>Local Control Deactivation</td>
<td>*13#</td>
<td><strong>Local Control Deactivation</strong> prevents users from enabling alternate phone devices from which they can answer and make calls.</td>
</tr>
<tr>
<td>Music On Hold Per-Call Deactivation</td>
<td>*60#</td>
<td><strong>Music On Hold Per-Call Deactivation</strong> allows users to deactivate the Music On Hold service for a single call using a feature access code.</td>
</tr>
<tr>
<td>No Answer Timer</td>
<td>*61#</td>
<td><strong>No Answer Timer</strong> allows users to set the maximum number of rings allowed for any service with no-answer handling.</td>
</tr>
</tbody>
</table>
### Feature Access

<table>
<thead>
<tr>
<th>Feature Access Code Name</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Call Account Code</td>
<td>*71#</td>
<td><strong>Per Call Account Code</strong> allows users to provide an account code before attempting a call, or during a call, to flash the switch hook and provide an account code to be applied to all ongoing (currently held) calls.</td>
</tr>
<tr>
<td>Push to Talk</td>
<td>*50#</td>
<td><strong>Push to Talk</strong> allows user-to-user intercom service across the user's group.</td>
</tr>
<tr>
<td>Selective Call Forwarding Activation</td>
<td>#76#</td>
<td><strong>Selective Call Forwarding Activation</strong> allows users to redirect specific calls to a different phone number using their Call Forwarding Selective rules.</td>
</tr>
<tr>
<td>Selective Call Forwarding Deactivation</td>
<td>#77#</td>
<td><strong>Selective Call Forwarding Deactivation</strong> prevents users from redirecting specific calls to a different phone number using their Call Forwarding Selective rules.</td>
</tr>
<tr>
<td>Selective Call Forwarding Interrogation</td>
<td><em>51</em></td>
<td><strong>Selective Call Forwarding Interrogation</strong> allows users to determine the status and destination of a specific number that is configured to re-route continually.</td>
</tr>
<tr>
<td>Speed Dial 100</td>
<td>*75#</td>
<td><strong>Speed Dial 100</strong> allows users to program up to 100 two-digit speed codes to use when they place calls to frequently used numbers.</td>
</tr>
<tr>
<td>Speed Dial 8</td>
<td>*74#</td>
<td><strong>Speed Dial 8</strong> allows users to program up to eight one-digit codes to use when they place calls to frequently used numbers.</td>
</tr>
<tr>
<td>Voice Mail Clear MWI</td>
<td>*99#</td>
<td><strong>Voice Mail Clear [Message Waiting Indicator] MWI</strong> allows users to activate or deactivate a light on the phone to indicate that there is a voice mail message.</td>
</tr>
<tr>
<td>Voice Mail Retrieval</td>
<td>*86#</td>
<td><strong>Voice Mail Retrieval</strong> allows users to connect to their Voice Mail Retrieval menu.</td>
</tr>
<tr>
<td>Voice Portal Access</td>
<td>*62#</td>
<td><strong>Voice Portal Access</strong> allows users to access the interactive voice response (IVR) system from any phone where they can manage their services and voice mailbox, or change their passcode.</td>
</tr>
</tbody>
</table>