• Managing Your Calls
• Voice Mail
• Phone Tools
• Quick Reference Guides

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People love choices. Digital Telephone service is a fresh alternative to traditional phone service—an alternative that is both reliable and affordable. Digital Telephone service offers more features at more affordable prices.

With Cox Digital Telephone service, you’ll enjoy greater convenience, reliability, and savings. You can trust your calls to stay connected over our extraordinary digital fiber-optic based network for a clear, reliable phone connection.

**MANAGING YOUR CALLS**

**Top 5 Features***

**Anonymous Call Rejection**

When you’ve turned this service on, callers that have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls and they should remove the blocking and then call back. All other calls will ring through as usual.

**To turn on the Service:**
1. Lift the handset and listen for the dial tone.
2. Press ⋆77.
3. Listen for a confirmation tone or announcement. Hang up.

**To turn off the Service:**
1. Lift the handset and listen for the dial tone.
2. Press ⋆87.

*Some features may be subject to additional charges.*
Call Waiting

Call Waiting allows you to use your telephone without missing other calls. You’ll know when another caller is trying to reach you, because a special tone will alert you that you have a call waiting.

To answer a waiting call:
1. When you’re on the phone, a special tone tells you a second call is waiting.
2. Simply press and quickly release the flash button or switchhook on your telephone. Your first caller is automatically placed on hold, while you’re connected with the second caller.

To alternate between callers:
1. Simply press and quickly release the flash button or switchhook. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:
1. Hang up. Your phone will ring. When you answer, you’ll be connected with the remaining caller.

To turn off Call Waiting before making a call:
1. Lift the handset and listen for the dial tone.
2. Press \( \#70 \).
3. Listen for the confirmation tone. New callers will hear a busy signal.
4. After you hang up, Call Waiting automatically turns on again.

To turn Call Waiting off permanently:
1. Press \( \#38 \).
2. Your Call Waiting will be deactivated.
3. To reactivate your Call Waiting press \( \#37 \).

Helpful Hint:

MANAGING YOUR CALLS
(Top 5 Calling Features, cont.)

Caller ID
When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen. Subscription to Caller ID requires a display telephone or an add-on display unit.

How to use:
1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you and the name associated with that number in telephone company records will automatically appear on your display screen.

Note:
• If a letter P or Private appears on your display after the first ring, the caller may have blocked the display of their name and number before placing the call.
• If unknown name, unknown number, out of area, unavailable or a letter O appears, the caller is in an area that does not support Caller ID services.

Call Waiting ID
This feature combines and enhances Caller ID and Call Waiting. It lets you use your telephone without missing other calls by alerting you with a special tone that only you can hear. You will also receive a visual display of the name and number of the person calling. This will put you in control of which calls you want to take. Subscription to Caller ID requires a display telephone or an add-on display unit.

For even more features...
Go to www.coxarizonahelpdesk.com/phone to get the most out of your Digital Telephone service.

As well as helpful information and instructional videos on popular topics and much more such as:
• Access Voice Mail Messages
• Change Number of Rings
• Use Cox Digital Telephone with your answering machine
• Message Light
• Navigate Voice Mail
• Activate Voice Mail
Call Forwarding*

Your calls can be forwarded to you at another phone number. This works when you program your calls to be sent to another number. Each time a call is forwarded, your phone will make one short ring. All the while, you can use your phone to make outgoing calls.

To turn on the Service:
1. Lift the handset and listen for the dial tone.
2. Press \* 7 2.
3. Listen for the dial tone.
4. Dial the number to where you want your calls forwarded. Enter the number exactly as if you are calling directly (7-digit, 10-digit, or 1 plus the area code).
5. When the phone is answered, your Call Forwarding is in effect. If the line is busy, or there’s no answer:
6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You’ll hear a confirmation tone, to let you know your Call Forwarding is now working.

To turn off the Service:
1. Lift the handset and listen for a dial tone.
2. Press \* 7 3.
3. Listen for the confirmation tone, then hang up. Your Call Forwarding is now off, and calls will ring normally on your phone.

To change the forward-to number:
1. Turn off Call Forwarding.
2. Repeat steps 1–5 above to turn on Call Forwarding, entering the new forward-to number.

*Calls forwarded to numbers outside of your local calling area may cause you to incur toll charges.
Voice Mail Setup

Initial Mailbox Activation
1. From your home, dial your home telephone number.
2. Next, you will hear a greeting from Cox that asks you for your password. Your default password is 269266 or COXCOM.

3. You will hear, “Welcome to the Cox Voice Messaging Network...” You will then be guided through a tutorial that helps you setup your voice mailbox and setup a new password. Select a new password that is at least 4 digits and not easily guessed by others.

To Retrieve Your Messages From Any Phone:
1. Call your home telephone number.
2. If your greeting begins, interrupt by pressing *. 
3. When prompted, enter your password.

Checking Your Messages
• To play your message, press 1.
• To delete a message, press 7.
• To save a message, press 9.
• To recover deleted messages before hanging up, press * 3.
Playback Options
While listening to a message, you can:
- Pause/Resume playback, press 2.
- Rewind the message six seconds, press 1.  
- Replay the entire message, press 1 1.
- Fast-forward the message six seconds, press 3.
- Forward to the end, press 3 3.
- Replay a message with a Time / Date stamp, press 5 5.

Using Personal Options
Cox Voice Mail’s Personal Options menu gives you the flexibility to:
- Change your Password. From Main Menu, press 4 4 1.
- Re-record your Name. From Main Menu, press 4 4 3.
- Change your Message Notification options. From Main Menu, press 4 3.

Checking Messages
Log into your mailbox and press:
1 to play your messages
7 to delete a message
9 to save a message
9 to save a meeting
* 3 to recover a deleted message before hanging up

Message Alert Notification
With Message Alert Notification, you will be notified when you receive a message in your mailbox.
Press 4 3 for Message Alert Notification options
Your options are:
2 to set your Message Alert Notification number. Once you enter the number, press 3.
6 to set your Message Alert Notification options
8 to modify your Message Alert Notification schedule

Cox Voice Mail Quick Reference Guide
To log into your mailbox:
1. Dial your home phone number
2. Press 2
3. Enter your password
Using Greetings
The Cox Voice Mail Greetings menu allows you to:
• Record your Personal Greeting. From Main Menu, press 2.
• Establish or modify Alternate Greeting. From Main Menu, press 3.
• Review Greeting Schedule. From Main Menu, press 8.
• Activate Greeting Schedule. From Main Menu, press 9.

Message Notification Options
You can change the number of rings on your Cox Voice Mail at any time. The default number of rings is 4.
To change the number of rings:
1. Lift the handset and listen for the dial tone.
2. Press *78.
3. Listen for the Distinctive Stutter tone, then regular dial tone.
4. Select the number of rings (2-9) on your phone keypad.
5. Listen for the confirmation tone and hang up.

Playback Options
At any time during a message you may press:
2 to pause/continue the message being played
1 to rewind the message six seconds
1 to rewind to the beginning of the message
3 3 to fast-forward the message six seconds
3 3 to fast-forward to the end of the message
5 5 to replay a message with “Time/Date” stamp

Using Personal Options
Change Password 4 4 1
Return to Main Menu * *
Additional Help 0
Back up/Cancel *
Record a Greeting 3 2
Re-record a Greeting 4 4 3
Change your Message Notification 4 3
Establish/Modify Alternate Greeting 3 3
Review Greeting Schedule 3 8
Activate Greeting Schedule 3 9

Message Notification Options
Voice Mail defaults to 4 rings.
To change number of rings press: *78
Listen for stutter tone, enter the number of rings you wish (2-9).
Listen for confirmation tone then hang up.
PHONE TOOLS

Make the most of your home telephone and high speed Internet services with Phone Tools from Cox. Phone Tools is an exciting free feature available only to Cox Digital Telephone customers that also subscribe to Cox High Speed Internet℠. The Phone Tools section of My Connection will allow you to manage your Cox Digital Telephone services.

Getting started is easy!

To get there, go to www.cox.com and click on My Connection. From there, enter your User ID and password.

Simply click on My Services and you will see a section of your Phone Tools screen.

With Phone Tools you can:

• Play and save Voice Mail messages securely from any Web-enabled computer* so you’re never out of touch.
• Phone Tools can automatically forward home Voice Mail messages to any email address, so you can pick up Voice Mail messages left on your home phone number whether you are at work or on the go!
• Enjoy total feature control so you can turn on or turn off Call Waiting, Caller ID Block, and Call Forwarding.
• Reset your Voice Mail password.
• And so much more!

Visit www.cox.net/cci/phonetools today!

*Requires an Internet-connected PC with a standard Web browser. Available to residential customers in Cox wired serviceable areas. Telephone modem may be required. Cox Digital Telephone and Cox High Speed Internet required for Phone Tools. Access to some functions may require subscription to additional services.
# CALLING FEATURES
## Quick Reference Guide

### Anonymous Call Rejection
When activated, any callers who have blocked their number from Caller ID display will hear an announcement that you do not accept anonymous calls.

<table>
<thead>
<tr>
<th>To turn service ON press:</th>
<th>To turn service OFF press:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✭ 7 ✭ Conf. will be 2 fast busy tones then dial tone.</td>
<td>✭ 8 ✭ Conf. will be 2 fast busy tones then dial tone.</td>
</tr>
</tbody>
</table>

### Busy Line Redial
Special call back ring alerts you when the line becomes free. Lift the handset to automatically place the call.

| ✭ 6 ✭ 6 | ✭ 8 ✭ 6 To cancel CALL BACK |

### Call Forwarding*
Listen for dial tone. Dial the number to where you want your calls forwarded. When the phone number you are forwarding to is answered, your Call Forward is in effect. Confirmation will be a stutter dial tone then regular dial tone.

| ✭ 7 ✭ 2 | ✭ 7 ✭ 3 Listen for confirmation tone then hang up. Call Forwarding is now off. Calls will ring normally to your phones. |

### Call Forwarding Busy*
Listen for dial tone. Dial the number to where you want your calls forwarded when your line is busy. When the phone is answered, your Call Forward is in effect. Confirmation will be a stutter dial tone then silence.

| ✭ 9 ✭ 0 | ✭ 9 ✭ 1 Listen for confirmation tone then hang up. Call Forwarding Busy is now off. |

### Call Forwarding No Answer*
Listen for dial tone. Dial the number of rings allowed before the call is forwarded. Dial the number you want your calls forwarded to. Confirmation will be a stutter dial tone then regular dial tone.

| ✭ 9 ✭ 2 | ✭ 9 ✭ 3 Listen for confirmation tone then hang up. Call Forwarding No Answer is now off. |

### Caller ID Per-Call Blocking
Dial the number. The person you call will not be able to see your number on their ID display screen.

| ✭ 6 ✭ 7 |

### Caller ID Per-Use Blocking
Always blocks your number displayed to others.

| ✭ 8 ✭ 2 To temporarily suspend service. |

### Call Return
Follow the voice instructions.

| ✭ 6 ✭ 9 | ✭ 8 ✭ 9 To cancel Automatic Recall |

### Call Trace
If a nuisance call is received, press and release the switchhook. Listen for special dial tone. Wait for a confirmation announcement that call has been traced. NOTE: An additional charge will apply, and records will only be released to the police department.

| ✭ 5 ✭ 7 |

### Call Transfer
Press and release the switchhook during a call. Dial the number to which you are transferring and hang up when the connection rings.

### Call Waiting Disable
Confirmation will be 2 fast busy tones, pause, then dial tone. Turn off Call Waiting before you place your call. Now your call will not be interrupted by incoming calls.

| ✭ 7 ✭ 0 |

*May incur toll charges.*
<table>
<thead>
<tr>
<th>Feature</th>
<th>To turn service ON press:</th>
<th>To turn service OFF press:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Waiting ID</strong></td>
<td>3 9</td>
<td>3 8</td>
</tr>
<tr>
<td>Combines Caller ID and Call Waiting. A special tone alerts you to a waiting call and you receive a visual display of the name and number of the person calling.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Long Distance Alert</strong></td>
<td>4 9</td>
<td>4 9</td>
</tr>
<tr>
<td>Incoming long-distance calls will have a distinctive ring or a distinctive call waiting tone indicating that the call is long distance.</td>
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<td></td>
</tr>
<tr>
<td><strong>Priority Ringing:</strong></td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Listen for an announcement telling you if the feature is currently on or off. Follow the voice instructions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Selective Call Acceptance:</strong></td>
<td>6 4</td>
<td>3</td>
</tr>
<tr>
<td>Follow the voice instructions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Selective Call Forwarding:</strong></td>
<td>6 3</td>
<td>3</td>
</tr>
<tr>
<td>Follow the voice instructions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Selective Call Rejection:</strong></td>
<td>6 0</td>
<td>3</td>
</tr>
<tr>
<td>Listen for an announcement telling you if the feature is currently on or off. Follow the voice instructions.</td>
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<tr>
<td><strong>Speed Calling:</strong></td>
<td>7 4</td>
<td></td>
</tr>
<tr>
<td>Listen for dial tone. Dial a one-digit speed code (2-9). Enter phone number you wish to assign to that speed code. Press the (<em>) key. Confirmation will be 3 stutter dial tones then silence. To place call: Lift the handset and listen for dial tone. Dial the one-digit speed code, then press the (</em>) key.</td>
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<td></td>
</tr>
<tr>
<td><strong>Three-Way Calling</strong>*</td>
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</tr>
<tr>
<td>To add a third person: While on a call, press and quickly release the switchhook. Listen for the dial tone. If you subscribe to this service on a monthly basis, dial another person’s phone number. Otherwise, press 7 1 and then dial another person’s phone number. Then, press and quickly release the switchhook. You will be billed for the service per call.</td>
<td></td>
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</tr>
<tr>
<td><strong>Voice Mail</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allows you to listen to Voice Mail messages from any touchtone phone—anytime, anywhere. Contact Cox to activate. Voice Mail defaults to 4 rings.</td>
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</tr>
<tr>
<td><strong>Voice Mail – Initial Mailbox Activation</strong></td>
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</tr>
<tr>
<td>When you call the home phone number, press *. Next, you will hear a greeting from Cox that asks you for your password. The temporary password is 269266 or COXCOM. After entering the temporary password, you will hear a greeting that says Welcome to the Cox voice messaging network… You will then be guided through a tutorial that helps you setup your voice mailbox and set up a new password.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Whether you are looking for help getting started with your new products and services or troubleshooting the ones you already have, we’ve got the tools you need to get up and running!

Looking to program your remote?

Having trouble installing your modem?

Want more information about your Phone Tools, like Voice Mail and Caller ID?

Find all the answers www.MyCoxHelp.com