Cox Voice Mail

Welcome to Cox Voice Mail. Your new Cox Voice Mail has the following features:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of greetings</td>
<td>5</td>
</tr>
<tr>
<td>Greeting length (max.)</td>
<td>3 minutes</td>
</tr>
<tr>
<td>Message length (max.)</td>
<td>3 minutes</td>
</tr>
<tr>
<td>Maximum messages</td>
<td>45 minutes</td>
</tr>
<tr>
<td>Days messages are kept</td>
<td>31</td>
</tr>
<tr>
<td>Notification to pager or oustdial number</td>
<td>Yes</td>
</tr>
<tr>
<td>Group mailboxes</td>
<td>Yes (up to 4)</td>
</tr>
<tr>
<td>Send messages to distribution lists</td>
<td>Yes</td>
</tr>
<tr>
<td>Multi-line mailboxes</td>
<td>Yes</td>
</tr>
<tr>
<td>Wake up reminder service</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Voice Mail setup

**Initial mailbox activation:**

1. From your home, dial your home phone number or *298.
2. If you currently have a Group Mailbox, select the mailbox you would like to set up. Note: If not, please move on to Step #3.
3. Next, you will hear a greeting that asks you for your PIN (Personal Identification Number.) Your temporary PIN is “269266” or “COXCOM.”
4. You will be asked to select your default language. Press 1 for English or 2 for Spanish.
5. You will be asked to set a new PIN for your account. Your PIN must be between 4 and 8 numbers.
6. Next, you will be asked to record your name.
7. Finally, you will be asked to either record greeting or select the default system greeting that all callers to your mailbox will hear.
Retrieving your messages:
Whenever you have unplayed messages, you will hear a “Distinctive Stutter” tone when you pick up your home telephone or see the message waiting indicator on your handset. You can access your messages from either inside your home or outside your home.

When calling from your home phone:
• Call your home number, when prompted, enter your PIN
  Or
• Dial ☻10 2 3 4 5 6 7 8 9, when prompted, enter your PIN and press #

When calling from any other line:
1. Call your home number
2. When your greeting begins, interrupt by pressing ☻5
3. When prompted, enter your PIN and press #

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

Playback options:
When listening to a message, you can:
• Pause/Resume playback, press 8
• Rewind the message 4 seconds, press 7
• Review a previous message, press ☻7
• Fast forward the message 4 seconds, press 9
• Play message date and time, press 5
• Set message as new, press 6

Reminder service:
• To schedule a one-time reminder, press 7 1 1 1
• To schedule a daily reminder, press 7 1 1 2
Distribution lists:
Create a distribution list:
• To work with distribution list, press 4 1 from the main menu
  and follow the instructions.

Send a message to a distribution list:
• To send a voice mail message, press 2
• Enter the ten digit number, or distribution list number

Customizing your voice mailbox:
• Change your mailbox PIN. From the main menu,
  press 4 3 1
• Re-record your Name. From the main menu, press: 3 6
• Change your message notification options from the main menu,
  press 4 4

Using greetings:
Make your mailbox even more user friendly to your callers by using
the multiple greetings and greeting schedule features. Your mailbox
can have five different personal greetings. Each greeting can be
programmed to play during a specified time throughout the day.

From the main menu, press 3 to enter the Greetings menu.
To record your:
• “All Calls Greeting.” Press 1
• “No Answer Greeting.” Press 2
• “Busy Greeting.” Press 3
• “Out of Hours Greeting.” Press 4
• “Extended Absence Greeting.” Press 5
• Name for the “Default System Greeting.” Press 6
**Automatic callback:**
After listening to a message in your mailbox, you can elect to call back the number of the caller who left the message. To do so, press 21.

**Note:**
For long-distance calls, standard Cox long-distance pricing may apply and appear on your Cox billing statement.

Callback does not work on international or 900/976 calls.

**Group mailboxes:**
If you would like to request group mailboxes, please contact our local customer service office or visit www.cox.com for more information.

To begin using your group mailboxes follow the prompts for each mailbox. You have up to four additional mailboxes available.

1. From your home, dial your home phone number or *298.
2. Select the mailbox you would like to set up.
3. Next, you will hear a greeting that asks you for your password. Your temporary password is “269266” or “COXCOM.”
4. You will be asked to select your default language. Press 1 for English or 2 for Spanish.
5. You will be asked to set a new PIN for your account. Your PIN must be between 4 and 8 numbers.
6. Next, you will be asked to record your name.
7. Finally, you will be asked to either record a greeting or select the default system greeting that all callers to your mailbox will hear.
Message Notifications:
With Message Notifications, you will be notified when you receive a message in your mailbox.

Press 4 for Message Notification Options

Your Options Are:
1. Notification preferences
2. Outdial notification
3. Pager notification

Visit www.cox.com for more information

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Voice Mail Quick Reference Guide
1. Dial your home number, when prompted enter your PIN
OR
2. Dial *298 using your home phone, when prompted enter your PIN

let's connect :)
Checking Messages
Log into your mailbox and press:
1 to play your messages
3 to delete a message
# to save a message

Playback Options
At any time during a message you may press:

• Pause/Resume playback, press 8
• Rewind the message 4 seconds, press 7
• To go back to the previous message, press * 7
• Fast forward the message 4 seconds, press 9
• Play message date and time, press 5
• Set message as new, press 6

Mailbox Settings and Customization:

• Change your PIN: 4 3 1
• Return to Main Menu: * 1
• Backup / Cancel: * 3
• Record / Manage Greetings: 3
• Change Message Notifications: 4 4
• Manage Business Days/Hours: 4 6
• Message Deletion Confirmation: 4 9

Automatic Callback:
After listening to a message in your mailbox, you can elect to call back the number of the caller who left the message. To do so, press 2-1.

Note: For long-distance calls, standard Cox long-distance pricing may apply and appear on your Cox billing statement.

Call back does not work on international or 900/976 calls.