Get Connected

**Voice Mail setup**
1. From your phone, dial your business number or *298.
2. Next, enter your temporary PIN. Your temporary PIN is “269266” or “COXCOMM”. Enter your temporary PIN and press #.
3. To select your default language, press 1 for English or 2 for Spanish.
4. Set up a new PIN for your account. It must be between 4 and 8 numbers. Enter your new PIN and press #.
5. Next, record your name.
6. Finally, record a greeting or select the default system greeting.

Checking Messages

Log into your mailbox and press:
1. 1 to replay your message
2. 1 to respond to a message
3. 1 to erase a message
4. 1 to forward a message
5. 1 to save and go to next message

Playback Options

At any time during message playback, press:
5. 5 to Play message date and time
6. 7 to Rewind the message 4 seconds
7. 8 to Pause / Resume playback
8. 9 Fast forward the message 4 seconds

Greetings Menu

To set up your All Calls greeting, press:
3 1 2 to Start / Stop using it
3 1 3 to Re-record the greeting
3 1 6 to Erase the greeting

Additional Greeting Options:
3 2 for No Answer greeting
3 3 for Busy greeting

For Recorded Name greeting, press:
3 6 3 to Record or Re-record

Mailbox Settings & Customization

4 3 1 Change your PIN
* 1 Return to Main Menu
4 4 Change Message Notifications
4 5 Message Play Settings
4 6 Manage Business Days/Hours
4 9 Message Deletion Confirmation

Global Keys

Use these key combinations at any time during voice mail usage to quickly navigate to a key feature, or initiate a system action.

* 1 Main Menu
* 2 Previous Menu
* 3 Erase last keyed entry
* 4 Change language
* 5 Login to a different mailbox
* 8 Make a call
* 9 Disconnect the call
8 Pause (press any key to resume)

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VISIT WWW.COX.COM FOR MORE INFORMATION
USE YOUR MYACCOUNT ACCESS TO MAXIMIZE YOUR TELEPHONE CAPABILITIES

Go to www.myaccount.coxbusiness.com and enter your Username and Password. Your username is your email address and your password was provided to you by Cox Business via email. If you have forgotten your password, enter your email address and click “Forgot your password?” to receive a temporary password.

Commonly Used Features And Functions

SEND A CALL TO VOICE MAIL // Press the xfer (Transfer) softkey and dial *55 plus the extension number and then press dial.

TRANSFER A CALL // During an active call, press the xfer softkey. Dial the number, announce the call, and press the xfer (Transfer) softkey again to complete the transfer.

CALL FORWARDING // Press the cfwd (Forward) softkey and enter a number to which to forward calls. If you are forwarding calls to an external number, use the access and area code as required. Press Dial. The LCD displays Calls Forwarded. To cancel Call Forwarding, press the cfwd (Forward) softkey.

CALL FORWARDING NOT REACHABLE // From the Voice Tools menu in MyAccount, click Incoming Calls. Select the Call Forwarding Not Reachable link. Enter the Call Forward To phone number and click OK.

INTERCOM (PUSH TO TALK) // Press *50 on your keypad to initiate the Push to Talk feature, dial the extension number, and press dial. To page all extensions, use Push to Talk in conjunction with the Instant Group Calling feature that can be set up by your company’s telephone administrator.

SPEED DIAL* // If you have programmed Speed Dial 8 into MyAccount, go off-hook and enter the one-digit code of the number you want to call, and then press #. If you have programmed Speed Dial 100 into MyAccount, go off-hook, press the two-digit code of the number you want to call, and then press #.

CALL PICKUP // Create a call pickup group in MyAccount. Once that is done, dial *98# to answer a ringing extension in your pickup group.

DO NOT DISTURB // Press the dnd (DND) softkey. The LCD screen indicates that Do Not Disturb is active on the phone and calls are routed to voice mail. To deactivate, press the dnd (DND) softkey again.

SET UP A CONFERENCE CALL // Dial the first party you want to conference. When the person answers, press Conf to place the person on hold. Dial the next number you want to include in the call and press Conf again. Repeat these steps to add up to 15 participants to the call.

PARK / RETRIEVE A CALL // While on an active call, press the Hold key, obtain a second dial tone, and press *68 plus the extension number and #. To retrieve a parked call from that extension, dial *88# plus the extension number and then enter #.

VOICE PORTAL // Review the VoiceManager User Guide for feature activation and password set up before using Voice Portal. To change your Call Forwarding Personal Status Manager options, dial the Voice Portal access number for your area ___________ , enter your 10-digit telephone number and Voice Portal passcode.

UNIFIED MESSAGING* // From the Voicemail/Portal Tools menu within MyAccount, select the Messaging Controls option. Click the Voicemail Forwarding and Notification Preferences link. Enter the email address of where you want your voice mail messages sent. Check the Attach Voice Message checkbox. Select the radio button to the left of the Voice message disposition option you prefer. Click the Save link.

*This feature may require configuration before it can be used.
Commonly Used Feature Access Codes

- Call Forward Always – Activate: *72
- Call Forward Always – Deactivate: *73
- Call Forward No Answer – Activate: *92
- Call Forward No Answer – Deactivate: *93
- Call Park: Press Hold > *68 > Extension number
- Call Park Retrieve: Pick up the handset or press the hands free button > *88# > Enter the extension where the call is parked > #
- Call Pickup: Press *98 to pick up ringing extension. Press *97 > Extension number > # to answer a specific extension
- Call Return: *69
- Call Waiting – Activate: *43
- Call Waiting – Deactivate: #43
- Direct Voice Mail Transfer: Press transfer (xfer) then *55 > Extension number > #
- Intercom (Push to Talk): *50 > Extension number > #
- Voice Mail Retrieval: *86
- Call Forward Remote Access: Dial your local Voice Portal Remote Access Number > Enter your 10-digit IP Centrex Station Number and Passcode

Setting Up Bluetooth
1. Press the Setup button, User Preferences, and Bluetooth confirmation.
2. Set up a Bluetooth headset for your phone.
3. Set up your SPA525G2 to be a speaker phone for your smart phone.

Setting Up USB
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.

www.cox.com/usingvoicemanager
PlACe / Answer CAll  
To place or answer a call, pick up the handset, press the Speaker or Headset button, press a line button and dial from the keypad. If the call arrives on your primary line, pick up the handset, press the Speaker or Headset button. If the call arrives on another line button, press that button.

end A CAll  
Hang up the handset or press the EndCall softkey. If you are using the speaker phone, press the Speaker button.

Adjust VolUMe  
Lift the handset or press the Speaker button. Press + or - on the volume button to increase or decrease the volume. Press Save to maintain the new level.

MUTE  
Press the Mute button on the phone to mute and un-mute the speaker phone or handset.

Core Calling Actions  
for SPA504G, SPA508G, and SPA525G2

PLACE / ANSWER CALL  
To place or answer a call, pick up the handset, press the Speaker or Headset button, press a line button and dial from the keypad. If the call arrives on your primary line, pick up the handset, press the Speaker or Headset button. If the call arrives on another line button, press that button.

END A CALL  
Hang up the handset or press the EndCall softkey. If you are using the speaker phone, press the Speaker button.

ADJUST VOLUME  
Press the Mute button on the phone to mute and un-mute the speaker phone or handset.

MESSAGING / CALL WAITING  
When indicator is:
Red: You have a new voice mail.
Flashing Red: You have an incoming call.

LCD SCREEN  
Your phone may vary, but commonly displays:
• Date and time
• Phone station name
• Line extensions
• Softkey options

LINE KEYS  
Indicates phone line status:
Green: Line is idle.
Red (steady): Line is active or in use.
Red (blinking steady): Line is on hold.
Red (blinking twice then no color and repeat cycle): SCA line is in use.
Orange (steady): Line is unregistered (cannot be used).
Orange (blinking): The line is not configured properly.
Off: The line is not configured.

SOFTKEY BUTTONS  
Located below the LCD Screen. Performs the functions stated on the tabs that display on the LCD screen.

SCROLL NAVIGATION BUTTON  
Press in any direction to scroll through the options on the LCD screen.

CENTER SELECT  
Press to select the highlighted option.

MESSAGES BUTTON  
Press to access voice mail.

HOLD BUTTON  
Press to place a call on hold.

SETUP BUTTON  
Press to access a menu to configure features and preferences for this phone, access call history, and provide phone status.

MUTE BUTTON  
Press to mute and un-mute your phone. Flashing red means no network connection exists.

VOLUME BUTTON  
Use to adjust volume for the ringer when on hook, the handset volume when the handset is off hook, the headset volume when headset is active, and speaker phone when it is active.

SPEAKER BUTTON  
Press to turn on speaker phone.

HEADSET BUTTON  
Press to activate the headset.

KEYPAD  
Press to dial numbers.

Changing Your Ringtone  
1. Press the Menu button.
2. Scroll to and select User Preferences.
3. Scroll to and select Audio Preferences.
4. Scroll to Extension (Line Key) to be changed.
5. Press the right arrow.
6. Scroll through Ring Tones; press Play to hear.
7. Press Select on chosen Ring Tone.

Phone Features

1. HANDSET  
Pick up to answer or place calls.

2. SPEAKER  
Speaker for phone.

3. MESSAGE WAITING INDICATOR  
When indicator is:
Red: You have a new voice mail.
Flashing Red: You have an incoming call.

4. LCD SCREEN  
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Press to access a menu to configure features and preferences for this phone, access call history, and provide phone status.

12. MUTE BUTTON  
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13. VOLUME BUTTON  
Use to adjust volume for the ringer when on hook, the handset volume when the handset is off hook, the headset volume when headset is active, and speaker phone when it is active.

14. SPEAKER BUTTON  
Press to turn on speaker phone.

15. HEADSET BUTTON  
Press to activate the headset.

16. KEYPAD  
Press to dial numbers.

The Cisco Model SPA504G has four line keys, the SPA508G phone has eight line keys, and the SPA525G2 has five line keys.
While on Hook

- **ANSWER** // Puts first call on hold immediately.
- **IGNORE** // Sends caller directly to voice mail.
- **REDIAL** // Calls last number dialed.
- **DIRECTORY** // Accesses your personal or group directory.
- **CFWD (or “Forward”) on the SPA525G2 model** // Forwards all incoming calls to another number that you define.
- **DND** // Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically.
- **SCROLL > LCR or CallRtn** // Last Call Return or Call Return. Redials last incoming call.

While on Call

- **HOLD** // Places the call on hold.
- **ENDCALL** // Ends the call.
- **CONF** // Links two or more calls. To conference a call:
  1. Dial the first party.
  2. Press the conf softkey.
  3. Listen for dial tone.
  4. Dial the second party.
  5. Press the conf softkey again. If you hang up, the conference call disconnects.
- **TRANS** // Places the call on hold while you dial the number to which you want to send the call.
  1. While on an active call, press the Trans softkey and dial the receiver’s phone number.
  2. When the receiver answers the phone, introduce the call.
  3. Press the Trans key and hang up.
- **SCROLL > BLIND TRANS** // See Trans softkey function. Blind Trans means that you do not introduce the caller before hanging up. Select Blind Trans, dial the extension and #.
- **RESUME** // Restarts a call on hold.
- **PRIVHOLD** // For lines with Shared Call Appearance, PrivHold holds the call privately for this extension only.

Some functions may be restricted by your telephone administrator.

Dialing Shortcut When Using Feature Access Codes: Press the # symbol to complete any dialing string for faster connection.

For more information on IP Centrex, go to www.cox.com/usingvoicemanager and click the Resource Center tab.

Services not available in all areas. Other restrictions may apply. For technical support, dial 1.866.272.5777.