Cox Business

Voice Mail Quick Reference Guide

Set Up Voice Mail

From your phone, press the message icon (✉).

1. Next, you will hear a greeting that asks for your temporary PIN. Your temporary PIN is "**269266**" or "**COXCOM**." Enter your temporary PIN and press **#**.
2. You will be asked to select your default language. Press **1** for English or **2** for Spanish.
3. You will be asked to set a new PIN for your account. Your PIN must be between 4 and 8 numbers. Enter your new PIN and press **#**.
4. Next, you will be asked to record your name.
5. Finally, you will be asked to record a greeting or select the default system greeting that callers will hear when they leave a message.

Check Messages

Log in to your mailbox and press:

1	to play your message
2	to respond to a message
3	to erase a message
4	to forward a message
#	to save and go to next message

Playback Options

At any time during a message, press:

5	to play message date and time
7	to rewind the message 4 seconds
8	to pause / resume playback
9	to fast forward the message 4 seconds

Greetings Menu

Log in to the greetings menu and press:

1	for all calls greeting
2	for no answer greeting
3	for busy greeting

Then select:

2	to start / stop using the greeting
3	to re-record the greeting
6	to erase the greeting

For recorded name greeting, press:

6 3	to record or re-record

Mailbox Settings and Customization

From your phone, dial your business number or ***298** and press:

4 3 1	to change your PIN
* 1	to return to the main menu
4 4	to change message notifications
4 5	to access message play settings
4 6	to manage business days / hours
4 9	to confirm message deletion

For more information, visit
www.coxbusiness.com/starthere

Global Keys

Quickly navigate to a key feature or initiate an action when you press the key combinations below while you are in voice mail.

* 1	access the main menu
* 2	access the previous menu
* 3	erase last keyed entry
* 4	change language
* 5	log in to a different mailbox
* 8	make a call
* 9	disconnect the call
8	pause (press any key to resume)

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