

# Instructions for Forwarding Your Phone Line

Log in to <https://myaccount.coxbusiness.com>.

Enter your User ID and Password to log in to MyAccount, then click the Sign In button.

**MyAccount**  
Resource Center

Welcome to the new MyAccount Login!

Get access to easy-to-use tools to help you set up and self-manage your Cox Business Account. This is one of many upcoming enhancements to help improve the way you access your features, services and account information.

Sign in now to:

- Manage your Cox Business services
- Access your Cox Business Email
- View or pay your bill online
- Access Voice and Data Tools
- And much more!

User ID  
anyname@anydomain.com

Password  
••••••••

Remember User ID

**Sign In**

[No Account? Register now!](#)  
[Forgot Password?](#)  
[Need help signing in?](#)

Click the VoiceManager Tools menu in the left navigation bar.



Click the Call Settings tab.

**VoiceManager**<sup>SM</sup>

Welcome Ritter, Debbie!  
Phone Number: 1-504-875-3929  
Package: Business Trunk, Personal

Your role is Profile Owner

Dashboard | **User & System Management** | **Call Settings** | Advanced Call Settings | Applications

### Dashboard

#### Getting Started with VoiceManager

Here are a few things to help you set up and use your VoiceManager.

- 1 Initial Setup**
  - Manage Users
  - Manage Phone Numbers
- 2 Manage Feature Settings**
  - User Profile & Feature Settings
  - Call Settings Dashboard
- 3 Download Toolbar**
  - VoiceManager Toolbar Download
  - Toolbar Quickstart Guide
  - Toolbar Features
- 4 Get More Help**
  - Learn More About Features
  - View VoiceManager Tutorials

#### User & System Management

Optimizing VoiceManager will help increase productivity and improve customer service. You can manage group and user package details like features and calling permissions.

##### Top Features

- User Profile & Feature Settings
- Manage Phone Numbers
- Outgoing Calling Plan
- Group Extension Settings

[View More Features >](#)

#### Call Settings

Providing quality customer service is important to your success. Customize settings to handle individual calls more effectively and enhance your phone experience.

##### Top Features

- Call Forwarding
- Music On Hold

Under the Call Forwarding section, click the Call Forwarding link.

# Call Forwarding

- Call Forwarding**
- Call Notify
- Personal Status Manager
- Sequential Ring
- Simultaneous Ring

Select the following option.

### To Always Forward Calls

- Click the On checkbox to the left of Always.
- In the Forward To column, enter the telephone number (including the area code) to which calls should be forwarded.
- From the Options / Manage column, click the drop down menu to specify if a Ring Reminder will or will not send an alert of an incoming forwarded call.
- Click the Save button.

Welcome Ritter, Debbie!  
Phone Number:  
Package:

Your role is Profile Owner  
1-504-875-3929  
Business Trunk, Personal Mobility

- Dashboard
- User & System Management
- Call Settings**
- Advanced Call Settings
- Applications


## Call Settings **Call Forwarding** OFF

Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions.

You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules.

### Call Forwarding Rules

Listing 3 Call Forwarding rules

On	Description	Calls From	Forward To	Options/Manage
<input type="checkbox"/>	Always ?	Any Phone Number	<input type="text"/>	Ring Reminder (Off) 
<input type="checkbox"/>	Busy ?	Any Phone Number	<input type="text"/>	
<input type="checkbox"/>	Not Reachable ?	Any Phone Number	<input type="text"/>	

- e. The red button next to Call Forwarding should turn to green. At that point all calls will be sent to the number you are forwarding them to ex: cellphone. To turn this feature off, uncheck the On Box to the left of Always and press save. The Off button will turn red again letting you know the feature is now off and your calls will be received at your desk again.
- f. Sign out of your account.