Cox Voice

Home phone that **goes anywhere**

Discover the next generation of home phone service that helps you stay connected, without staying tethered to a landline.

Voice Tools in the Cox app

With the latest calling features all in one place on your mobile device, you can access your home phone from anywhere you go.

- Receive home phone calls on your mobile device using Simultaneous Ring
- View, play and save voice mail messages
- Manage call forwarding rules and view call history

Download the app today and sign in with your Cox User ID.

Download on the **App Store**

GET IT ON **Google Play**

Cox Voice

Using
Advanced Features

Cox Voice connects your home phone to your network of calling devices, and even helps protect you from unwanted calls.

Enabling TV Caller ID with Contour

1. Press the **Menu** button (labeled as "**Cox**") on your Cox remote to access the **Main Menu**.

2. Use the **Up** or **Down** arrows to highlight **Interactive Services**, then press **Select**.

3. Use the **Up** or **Down** arrows to highlight **Phone Tools**, then press **Select**.

4. Use the **Up** or **Down** arrows to highlight **TV Caller ID**, then press **Select**.

5. Press the **Right** arrow and then the **Up** or **Down** arrow to highlight **On** or **Off**, then press **Select**.

Enabling Readable Voice Mail

Readable Voice Mail transcribes audio messages into text, making them easier to review and share.

1. From **voicetools.cox.com**, select **Settings**.

2. Set the **Voice Mail** setting to **On.**

3. Set the **Readable Voice Mail** setting to **On.**

4. Set the **Voice Mail Notification** setting to **On**.

5. Enter up to 5 email addresses.

6. Select a preferred file format. (audio/text)

7. Tap **Save** to confirm.

Enabling Simultaneous Ring

When your home phone rings, Cox Voice can ring up to three other phone lines (mobile or landline) at the same time — and let you use any of the devices to take the call.

1. From Voice Tools, select **Settings**.

2. Find the switch next to "**Nomorobo/Simultaneous Ring**" and turn it **On**.

3. Find the switch next to "**Simultaneous Ring**" and turn it **On**.

4. Enter up to three phone numbers.

5. Tap **Save** to confirm.

Blocking Robocallers

Your Voice service includes access to Nomorobo,™ a third-party call blocking service that helps block those pesky robocalls.

1. Go to **voicetools.cox.com**

2. Click on **Settings**

3. Click on **Nomorobo/Simultaneous Ring** in Settings

4. Click on **Activate Nomorobo**

Setting Up Your Inbox

① From your home phone, dial ***298**

② Select a PIN (4–8 digits) and press **#**

③ Record your name and a welcome greeting

Voice Mail

If you miss a call, Cox Voice makes it easy to check your messages from just about anywhere.

From a Home Phone:
Dial ***298**.

From Another Line:

① Call your home number.

② When the greeting begins, press ***5**.

③ Enter your PIN and press **#**.

Custom **Greetings**

Record a call greeting for any scenario or time of day to provide a more personal touch for your missed calls.

① From your home phone dial ***298**.

② If prompted, enter your PIN and press **#**.

③ Press **3** for Greetings Menu and follow the directions.

No Answer
Plays if your call is unanswered.
"Sorry I missed you! Please leave a message, and I'll call you back soon."

Extended Absence / Out of Office
Plays for a specific amount of time.
"Hi! I'll be gone until the 27th, but I'll return your call as soon as I get back."

Busy
Plays if the caller reaches a busy signal.
"Hello, I'm on another call right now. Please leave a message, and I'll call back as soon as I can."

Incoming Call
Plays for group mailbox users.
"Hey! You've reached the Smiths. To leave a message for John, press 0. For Jane, press 1."

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