Polycom VVX 310 & 410 Voicemail Instructions

IP Centrex

COX Business®

Step 1:
Press the button with the envelope (Voicemail Button).

Step 1
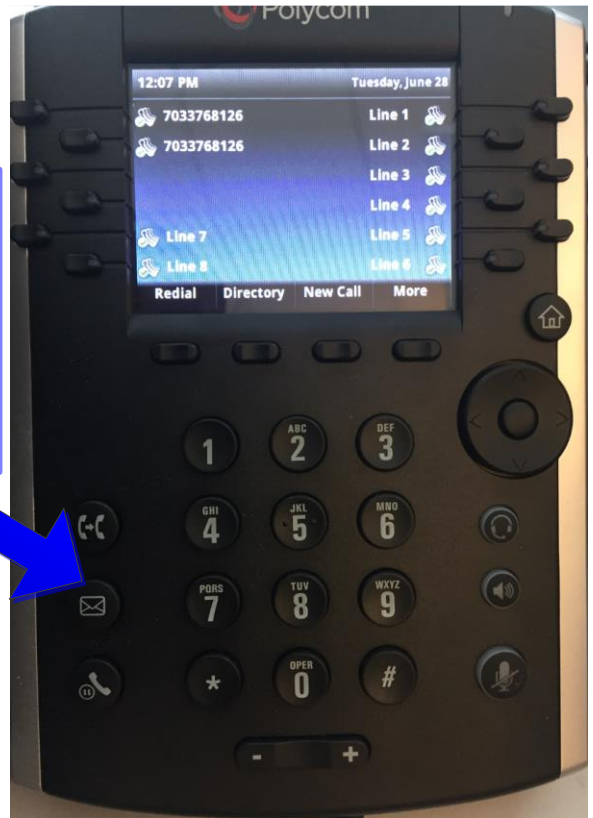
Step 2:
Use the keypad to select the line that has the voicemail you are trying to access.
(Please note the first line that displays your direct phone number houses your personal voicemail. The second line that shows "Line 1" has your General Mailbox)

Step 2
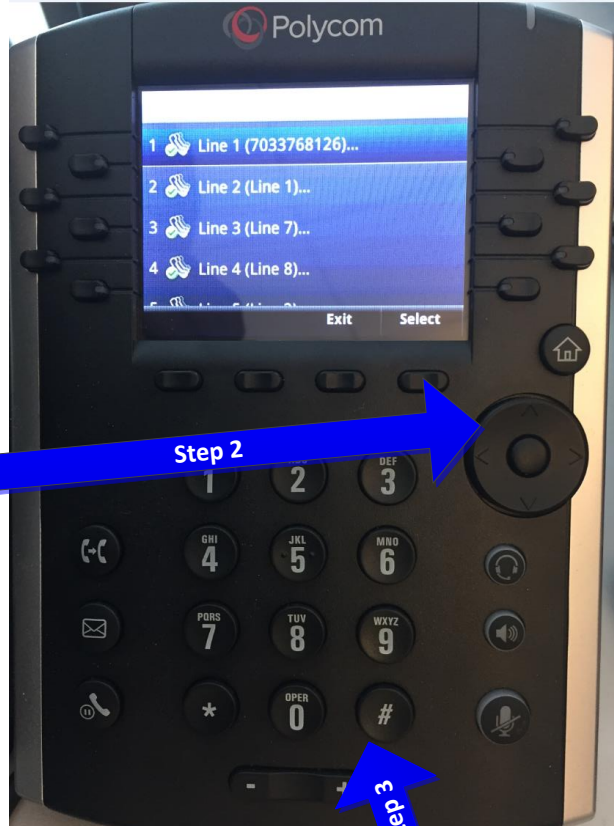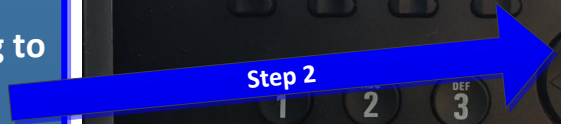
Step 3

Step 3:
Once you have selected the desired line press select and the system will prompt you for a pin which by default is 269266(COXCOM). Enter it using the keypad and follow the system prompts to completion of your mailbox set up.

COX Business®

Voice Mail Quick Reference Guide

Get Connected

Voice Mail setup

1. From your phone, p r e s s t h e v m a i l b u t t o n.
2. Next, enter your temporary PIN. Your temporary PIN is "269266" or "COXCOM". 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

⬚1⬚2   to respond to a message

⬚1⬚3   to erase a message

⬚1⬚4   to forward a message

⬚1⬚#   to save and go to next message

Playback Options

At any time during message playback, press:

⬚5   to Play message date and time

⬚7   to Rewind the message 4 seconds

⬚8   Pause / Resume playback

⬚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

VISIT WWW.COX.COM FOR MORE INFORMATION

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)