



Important changes to your Spectrum Voice service

We're always improving our services so you get the best value and the best experience possible. That's why we upgraded your Spectrum Voice service at no additional cost to you.

Please refer to this guide for a summary of all your Voice features.

Spectrum ▶



SPECTRUM VOICE SERVICE

SPECTRUM VOICE FEATURES

VOICE ONLINE MANAGER

Use Voice Online Manager on your computer or mobile device to check your voicemail, manage voice features and access call history. Visit www.charter.net/voice.

Voicemail

Listen to new messages and even reply to them by email.

Readable Voicemail

Enter up to five email addresses, and we'll send notification of new voicemails with a text transcription of the message.

Voice Settings

Turn settings like Call Forwarding and Block Unwanted Callers on and off.

MY ACCOUNT

View your monthly call details, pay your bill and update user preferences by signing in to My Account at www.charter.net/myaccount.

USING YOUR SPECTRUM VOICEMAIL

ACTIVATING VOICEMAIL (FIRST-TIME ACCESS)

Use Voice Online Manager on your computer or mobile device to set up your voicemail. Or, to activate and set up your voicemail from your home phone, dial *99. Follow the voice prompts to create a new PIN and set up mailbox options.

ACCESSING VOICEMAIL

From your computer or mobile device:

- Visit Voice Online Manager at www.charter.net/voice.

From your home phone:

- Dial *99.

From outside your home:

- Dial your 10-digit home phone number.
- Press * when you hear the greeting.
- Enter your PIN, followed by the # sign.

QUICK REFERENCE GUIDE



FEATURE	CONFIGURE IN VOICE ONLINE MANAGER	TO ACTIVATE	TO DEACTIVATE
BLOCK ANONYMOUS CALLS Rejects calls from anyone whose Caller ID information is blocked	✓	* 7 7	* 8 7
SPEED DIAL Lets you program up to 8 phone numbers for fast, one-digit dialing	✓	* 7 4	* 9 4
CALL WAITING While on the phone, a soft beep lets you know another person is calling	✓		* 7 0
VIP RINGING A distinctive ring distinguishes calls from up to 48 numbers	✓	* 6 1	* 8 1
ACCEPT SELECTED CALLERS Limits incoming calls from up to 48 designated numbers you choose	✓	* 6 4	* 8 4
BLOCK UNWANTED CALLERS Routes up to 48 numbers to a message stating calls are not being accepted	✓	* 6 0	* 8 0
SIMULTANEOUS RING Enables incoming phone calls to be received on different phones	✓	* 3 6 1	* 3 6 2
ALL CALL FORWARDING Forwards incoming calls from your home phone to another number	✓	* 7 2	* 7 3
SELECTIVE CALL FORWARDING Forwards up to 48 numbers from your home phone to another number	✓	* 6 3	* 8 3
BUSY CALL FORWARDING Forwards calls when phone is busy	✓	* 9 0	* 9 1
NO ANSWER CALL FORWARDING Forwards calls if phone goes unanswered	✓	* 9 2	* 9 3



QUICK REFERENCE GUIDE

FEATURE	CONFIGURE IN VOICE ONLINE MANAGER	TO ACTIVATE	TO DEACTIVATE
BACKUP PHONE In the event of a network outage, forwards all calls to a designated phone	✓		
BLOCK COLLECT CALLS Blocks incoming collect calls	✓		
BLOCK INTERNATIONAL CALLS Blocks outbound international calls	✓		
DO NOT DISTURB Forwards all calls to a Do Not Disturb message	✓	* 7 8	* 7 9
REPEAT DIALING Automatically redials a busy number, then notifies you when the line is free		* 6 6	* 8 6
3-WAY CALLING Talk to two people in different locations at the same time		FLASH	
CALL RETURN Automatically calls back the last person who called you		* 6 9	* 8 9
CALLER ID BLOCKING Prevents the party you are calling from seeing your name and number		* 6 7	