

SPECTRUM BUSINESS[™] VOICE USER GUIDE

Caller ID

When you receive a call, the name and telephone number of the person calling you is shown on your Caller ID display screen.

To use Caller ID:

1. When you receive a call, wait until your telephone completes the first ring.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your Caller ID display screen.

Notes: Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number.

If "Unknown Name," "Unknown Number," "Out of Area" or "O" appears, the caller is in an area that does not support caller ID services.

To block your information from appearing on a recipient's caller ID:

If you have a publicly listed name and number, you may make a call without identifying yourself by pressing ***67** before placing your call.

To allow your information to appear on a recipient's caller ID:

If you have a private or unlisted name and number, you may still wish to reveal your identity to a recipient who blocks anonymous calls. To allow your information to appear on the recipient's telephone, press ***82** before placing your call.

Anonymous Call Reject

Anonymous Call Reject allows you to block unwanted calls from callers who restrict sending their caller ID information.

To activate Anonymous Call Reject:

Dial ***77** to activate and wait for the confirmation tone. All unidentified calls will then be rejected.

To deactivate Anonymous Call Reject:

Dial ***87** to deactivate this feature.

*Note: Voicemail subscribers who activate this feature along with Caller ID Block (*67) must use their voicemail access numbers, rather than their telephone numbers, to access the voicemail system from your business.*

Call Waiting

A special tone alerts you to another incoming call if you are already using your phone. The caller will hear normal ringing.

To answer a waiting call:

When the special tone tells you a second call is waiting, simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up the phone.
2. Your phone will ring.
3. When you answer, you will be connected with the remaining caller.

To deactivate Call Waiting:

You may wish not to be interrupted during a call. To do this, you will need to deactivate Call Waiting.

1. Press ***70** before placing your call.
2. When you hang up, Call Waiting will automatically reactivate for succeeding calls.

Call Waiting ID

Call Waiting ID lets you see who is calling, even when you are on another call. A special tone alerts you to a waiting call, while the Caller ID display unit shows you who is calling.

Speed Dial

To program Speed Dial numbers:

1. Press ***74**, then listen for the stutter tone.
2. Choose a digit from 2 to 9.
3. Enter the 10-digit number (dialing "1" first whenever it applies) that will be speed dialed, then wait for the confirmation tone.

To make calls using programmed Speed Dial numbers:

Press the chosen digit, followed by the **#** key, and the system will speed dial the telephone number entered for the chosen digit.

Call Forwarding

To activate Call Forwarding:

1. Press ***72**.
2. Listen for the dial tone, enter the 10-digit number of the phone to which you want to forward your calls, and then wait for the confirmation announcement.
3. After the announcement, the feature will forward calls to the number entered. You will hear an error message if the forward-to number is invalid.

IMPORTANT: You must remember to deactivate Call Forwarding. Calls will continue to forward to the chosen number and bypass voicemail until Call Forwarding is deactivated.

To deactivate Call Forwarding:

Press ***73** and wait for the deactivation confirmation tone.

Three-Way Calling

To add a third party to an existing two-party call:

1. Press Flash or the switch hook. The initial call will be placed on hold and a dial tone will be heard.
2. Dial the number to be added to the conference.
3. When the party answers, you may speak privately if desired. You may press Flash or the switch hook to complete the conferencing.

Call Transfer

To transfer a call that has been answered:

1. Press Flash or the switch hook. The initial call will be placed on hold and a dial tone will be heard.
2. Dial the number to be transferred to.
3. When the party answers, you may speak privately if desired.
4. To complete the transfer, simply hang up and the two callers will be connected.

Hunting – Sequential

When the main number is dialed, hunting will be invoked if a busy condition is present on the main number. The call will be delivered to the **first** idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

- The main number must be dialed, and hunting will only be invoked if the main number is busy.
- Call Forward on the main number will override hunting.
- For all other hunt group lines, hunting supersedes all individual line functions. (For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.)

Hunting – Uniform Call Distribution

When the main number is dialed, the call will be delivered to the line that is available in sequence after the line that answered the last call in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

- Hunting will only be invoked if the main number is dialed.
- Call Forward on the main number will override hunting.
- For all other hunt group lines, hunting supersedes all individual line functions. (For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.)

Hunting – Circular

Circular Hunting allows sharing of a group of lines by many individuals for incoming calls. When **any** number in the hunt group is dialed and a busy condition is present, **hunting will be invoked**. The call will be delivered to the next idle line found in the hunt group. If the number dialed is free, the call will terminate to that number. Some points to remember on circular hunting are as follows:

- **Any** number in the group may be dialed.
- Hunting will only be invoked if the number dialed is **busy**.
- If the line rings and the call is not answered, the hunt will go to the voicemail of the number dialed (if Voicemail has been activated).
- Call Forward on the pilot number will override hunting. All lines in the circular hunt group act like a pilot, so care should be used in combining these features with hunt group members.
- Hunting can be established between multiple eMTAs within the same location as long as it is within the same customer account.
- Each telephone number can be part of only one hunt group.
- Hunting will not be established between multiple locations, even those served by the same switch.

Circular Hunting and Call Forward Busy/Call Forward No Answer

Lines in a circular hunt group may be combined with Call Forward Busy (CFB) and/or Call Forward No Answer (CFNA). However, in doing so customers should be aware of two important rules:

- Hunting overrides CFB and CFNA.
- Calls are directed by the settings of the **number dialed** after hunting has occurred.

Selective Call Forward (SCF)

This feature checks all incoming calls against a list of up to 30 numbers. If a match occurs, the inbound call is forwarded to the number specified. SCF can only be turned on/off through the Spectrum Business™ Voice Manager portal. Also, the screening list must be built from the portal.

Selective Call Rejection (SCR)

This feature checks all incoming calls against a list of predetermined numbers. If a match occurs, the caller will hear a message: "The party you are calling is not currently accepting calls." Up to 30 numbers may be in the screening list. All functions for SCR are controlled by the Spectrum Business Voice Manager portal.

Call Forward No Answer (CFNA)

This feature allows you to forward incoming calls that are not answered within a specified number of rings to another number. This allows you to answer the phone when you are available. If you subscribe to Voicemail, CFNA will go to voicemail. If you change it, voicemail will not receive calls. CFNA can only be managed via the portal. There is no Telephone User Interface (TUI) access.

Call Forward Busy (CFB)

This feature allows the user to forward incoming calls to another number when the line is busy. There is no reminder ring for this feature. If the customer is subscribed to Voicemail, then voicemail will answer if the line is busy. If this is modified, voicemail will not receive calls. CFB cannot be setup or modified via TUI. All transactions must take place via the portal.

Verified Account Codes

Verified Account Codes allow you to assign calls to user projects, a specific department, or other special accounts. An account code list is established using the portal and applies to all lines on the account with this feature. Verified Account Codes can be between four and eight digits.

1. Lift the handset.
2. Dial the number to be called.
3. When prompted, enter the account code.
4. Press # to indicate the account code entry is complete.
5. The call is completed **if the code entered matches a code on the list.**

This feature will not work until the list has been established by the customer account administrator using the Voice Manager portal. For information on how to perform this function, please refer to the [Spectrum Business™ Voice Manager Administrator Guide](#), located on the Help tab of the Voice Manager portal.

Non-Verified Account Codes

Codes are set by the user per telephone number and are between two and 10 digits.

To use Non-Verified Account Codes:

1. Dial the number to be called.
2. When prompted, enter the account code.
3. Press # to indicate the account code entry is complete. After code entry is completed, the system places the call.

Note: 911 calls will not require an account code. 411 and all other N11 calls will receive the account code prompt.

Enhanced 911 (E911) Service

With E911 Service, your complete address and phone number will automatically be displayed on the police dispatcher's screen.

Auto Attendant

The first-time setup of **Auto Attendant** can be completed in just a few simple steps.

First, plan how the Auto Attendant should work. There is an Auto Attendant Planning Worksheet provided on the Voice Manager portal, located under the Help tab, to help you think through the options. The worksheet is also part of the Welcome Kit. Use of the worksheet is particularly important if two instances of Auto Attendant were purchased to ensure that the handoff between the two instances is smooth for callers to the AA numbers.

Next, use Voice Manager to set up the menu. Finally, the voicemail box for AA should be initialized and the greetings for both the general AA mailbox and the AA menu should be recorded. A quick test call to ensure that it sounds as anticipated is recommended after all steps are completed.

Note: A good practice is to set up (initialize) the AA mailbox following the instructions for regular voicemail. Once this is completed, unanswered calls will be handled using this greeting until the full AA setup is complete.

1. Initialize the AA voicemail box.
2. Complete a planning worksheet (optional).
3. Log in to portal and configure AA menu and AA options.
4. Use the handset to record greetings.
5. When satisfied with the menu, turn AA to ON (using portal).
6. Make a test call from your handset (Call the AA number).
7. If the results are not the desired outcome, turn the AA off from the portal and repeat any of the above steps.

Business Groups (BGs)

This is a set of features that allows a group of telephone numbers to share calls and specialized calling features. BGs include the following features:

- Extension Dialing
- Call Park/Retrieve
- Directed Call Pick-Up
- Call Hold

Extension Dialing

Extension Dialing is the ability to dial any Spectrum Business™ Voice telephone number in the BG with just the last four digits of the telephone number.

Call Park and Retrieve

To park a call:

1. Press the Flash button or the switch hook and then dial ***55**.
2. Dial the number of the line where the call should be “parked.”
3. Or simply press **#** to park the call against the current line.
4. A confirmation tone is provided when the call is parked.

To retrieve a parked call:

1. Lift the handset and then dial ***56**.
2. A secondary dial tone will be heard.
3. Dial the number on which the call is parked.
4. If the call is parked on your line, press **#**.
5. The call is now connected.

Directed Call Pick Up

To pick up a ringing phone from the BG:

1. At the remote phone (e.g., not the ringing line), lift the handset.
2. Dial ***58**.
3. When the recall dial tone is heard, dial the extension number of the ringing line.
4. The call is connected to the remote phone and the original line is free.

In the case where the line is answered or picked up by another member of the BG, a “reorder tone” (fast busy) will be heard.

Call Hold

To place a call while currently on the phone:

1. Press the Flash button or the switch hook and then dial ***52**.
2. Listen for the stutter dial tone.
3. Dial the number desired.
4. Conduct the new call.
5. Return to the previous call by pressing Flash or the switch hook and then ***53**.

Note: The caller on hold does not hear the ring-back cycle.

Call Logs

Call Logs allows you to view call details for up to 20 missed calls, 20 dialed calls, and 20 received calls. Call details include telephone number, date, and time. Call details can be sorted by each attribute. Call Logs can only be turned on/off and are only viewable through the Spectrum Business Voice Manager portal.

Custom Ring

Custom Ring allows up to four additional phone numbers on the same telephone line as the primary phone number. Each phone number will ring with a Custom Ring from the same phone. Custom Ring cannot be modified once it has been ordered.

Custom Caller ID

Custom Caller ID allows you to determine the phone number and the associated name that displays when others receive a call from you on their caller ID. You can choose which phone number and associated name to present from those available on the Spectrum Business™ customer account. For example, if a customer has five lines in a business, the customer can specify that the main number of the business will be sent when outbound calls are made from any of the five lines. Custom Caller ID can only be turned on/off and modified through the Spectrum Business Voice Manager portal.

Call Return – *69

Call Return – *69 allows you to call the last party that called your Spectrum Business Voice AP line, including calls that received the busy treatment. The feature will dial back both answered or unanswered (missed) calls, however calls to restricted numbers will not be supported.

To use Call Return – *69:

Dial *69 to return the last call that you received.

Last Number Redial

Last Number Redial allows you to redial the last call that was made by just using the feature access code.

To use Last Number Redial:

Dial *68 to redial the last call that you made.

Do Not Disturb

This feature allows you to set your phone line status to unavailable. With the feature turned on, all calls will be processed as if the phone line is busy.

To activate Do Not Disturb:

Dial *60 to activate and wait for the confirmation.

To deactivate Do Not Disturb:

Dial *61 to deactivate this feature.

Intercept Message

This service provides a message for each call to a number that has been disconnected or changed. When anyone calls the number, they will hear a tone followed by this message: "The number you have dialed has been changed. The new number is NPA-NXXXXXX." This feature must be activated by Spectrum Business.

Hotline

This feature modifies the phone line so that anytime the phone is picked up (goes off-hook), it will automatically dial a phone number that you have predetermined. The outbound call number can be a 10-digit phone number, 800 number, or 911. No other outbound calls can be made, but inbound calls may be answered. The administrator will be able to assign the outbound number through the Spectrum Business Voice Manager portal.

Suspended Line

This feature modifies the phone line so that both inbound and outbound calls are blocked. The only outbound call allowed will be 911. If a user tries to make an outbound call on a Suspended Line, an announcement will be played. All inbound calls for a Suspended Line will also receive an announcement. The feature allows a phone line and number to remain on the account but restricts its use in case of staff changes, moves, or when a business is temporarily closed to prevent unauthorized use of phone lines (after-hours or holidays). Suspended Line can only be turned on/off through the Spectrum Business Voice Manager portal.

Mobility Package

The Mobility Package includes features that allow you to be highly mobile and includes four features:

- Simultaneous Ring
- Sequential Ring
- Office Anywhere
- Personal Attendant

Simultaneous Ring

Simultaneous Ring allows you to have multiple phone numbers ring simultaneously when calls are received on your Spectrum Business™ Voice line. The first line to answer will be connected and the other lines will be released. If any line goes to voicemail, then the other lines will be released. You can have up to five additional terminating locations, including non-Spectrum Business Voice numbers (cell phone, home phone, MSN Messenger Call Client, etc.) in addition to your main line. Telephone numbers must be 10-digit domestic numbers but do not have to be associated with your Spectrum Business Voice account. They can be toll-free or long distance, but not international numbers. Simultaneous Ring can only be turned on/off and modified through the Spectrum Business Voice Manager portal.

Sequential Ring

When the phone is called, this feature rings up to five additional phone numbers in sequence. The initial phone number will ring, and after a preset number of rings, additional numbers will ring sequentially until the call is picked up or terminated. If any of the lines are answered while ringing (including voicemail) then the Sequential Ringing will stop and the call can be completed. If no lines are answered, then the call is sent back to the main line for processing (voicemail, CFNA, etc.). Sequential Ring can only be turned on/off and modified through the Spectrum Business Voice Manager portal.

Office Anywhere

Office Anywhere allows you to make outbound calls from your office number even while you are not at your desk (remote location). With this feature, calls made from another location show the caller ID as being made from your office phone number.

Office Anywhere is especially useful for telecommuters and mobile workers, and when traveling, enabling you to use the features of your office phone line while away, including the phone number, account codes, conference calls, and transfers. These features can be activated remotely as well through the Telephone User Interface (TUI). You can also combine this feature with Call Forward so that inbound calls can be directed to your remote location.

Office Anywhere TUI

The Office Anywhere TUI provides IVR-like functionality so you can manage your settings. You will be automatically logged into the TUI if calling from your own phone line or your Office Anywhere destination.

Remote User Accessible Features:

1. Outgoing Calls
 - a) Outward Dialing
 - b) Outward Dialing with Account Codes (verified and non-verified)
 - c) Last Number Redial
 - d) Call Return - *69
 - e) Speed Dial - Outgoing Call (stutter tone is not provided)
 - f) Extension Dialing
 - g) Voicemail Access
2. Activate/Deactivate Features - any feature that can be modified using * codes are accessible, such as:
 - a) Anonymous Call Rejection (*77/*87)
 - b) Call Forward - Activate/Deactivate (*72/*73)
 - c) DND Activate/Deactivate (*60)

To make a call with Office Anywhere:

1. Dial the Office Anywhere 800 number.
2. Enter your Spectrum Business Voice phone number.
3. Enter your PIN.
4. Enter the target phone number.
5. The phone should now ring and show your Spectrum Business Voice line as the calling from caller ID.

Personal Attendant

Personal Attendant allows you to answer calls with a custom greeting and then offer up to two of the following call treatment options: go to voicemail, go to another telephone number, or go to an announcement. This feature can be used to act as a simplified version of Auto Attendant to answer calls when a user is away from the desk or if the business is closed. Personal Attendant can only be turned on/off and modified through the Spectrum Business™ Voice Manager portal.

Call Scheduler

Users can maintain additional control of your features via Voice Manager by establishing advanced settings in Call Scheduler (e.g., time of day/day of week) for specified features to be active during the configuration schedule. Up to three configurations can be established, but only one can be active at a time. The following features are associated with the Voice Manager Call Scheduler:

- Call Forward
- Call Forward No Answer
- Call Forward Busy
- Selective Call Forward
- Personal Attendant
- Sequential Ring
- Simultaneous Ring

Call Scheduler gives you options to make your phone service more useful:

- Create up to three configurations
- Establish, change, and delete the state of each feature controlled by the configuration
- Establish, change, and delete the time of day/day of week schedule to be associated with each configuration
- Configuration schedules can be recurring or a one-time special event
- Activate a configuration while maintaining the unused, saved configuration for future use

Call Scheduler can only be turned on/off and modified through the Spectrum Business Voice Manager portal.

Voice Manager Connect (VMC)

This feature is a downloadable client that helps you be available to your customers outside of the office. VMC allows users to have a PC client that provides additional access to calls:

- Shows incoming call notifications
- Allows user to direct incoming calls to voicemail or another phone number (My Location)
- Provides access to voicemail
- Allows making outgoing calls from any phone look like they are coming from your office phone through Click to Call

Voice Manager Connect can only be downloaded from the Spectrum Business Voice Manager portal, and can be configured upon completion of install.

Business Voicemail

Voicemail answers your calls when you are on the phone or cannot get to the phone. There are three products in the Spectrum Business Voice Voicemail portfolio to meet the varying needs of our customers:

- Single Voicemail Box – one mailbox per Spectrum Business Voice telephone number
- Group Voicemail Box – up to 10 mailboxes per Spectrum Business Voice telephone number
- Shared Voicemail Box – one mailbox for up to five Spectrum Business Voice Telephone numbers

The methods for retrieving voicemail messages, managing messages and other typical voicemail tasks are very similar for all mailbox types. All message management plus several new Voicemail features are available in the Voice Manager portal.

Retrieving Voicemail Messages (Single VM Box)

The following instructions will guide you through the process of retrieving your messages. You can retrieve messages from your Spectrum Business™ Voice at the office or while away from office using any touch-tone phone.

At the Office Using Your Spectrum Business Voice (All phones except Business Groups)

1. Lift the handset of any phone with Spectrum Business Voice service.
2. Dial your Voicemail access number (local access number) or your Spectrum Business Voice telephone number or ***98**.
3. The voicemail system will answer with a prompt to enter your PIN.
4. Enter your PIN followed by the **#** key.
5. The voicemail system will tell you how many new messages there are.
6. Press the '1' key to listen to voicemail messages.

At the Office Using Your Spectrum Business Phone (Business Group Members)

1. Lift the handset of any Spectrum Business phone.
2. Dial your Voicemail access number (local access number) or your 10-digit telephone number or ***28**.
3. The voicemail system will answer with a prompt to enter your PIN.
4. Enter your PIN followed by the **#** key.
5. The voicemail system will tell you how many new messages there are.
6. Press the '1' key to listen to voicemail messages.

Away from the Office Using Any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your Voicemail access number (local access number).
3. The voicemail system will answer with a prompt to enter your telephone number.
4. Enter your 10-digit telephone number and press the **#** key.
5. Enter your PIN followed by the **#** key.
6. The voicemail system will tell you how many new voicemail messages you have.
7. Press the '1' key to listen to your voicemail messages.

Use ***2** to move to the previous menu. This is important to know as voice announcements do not include this information.

Retrieving Messages for Shared Voicemail

At the Office Using Your Spectrum Business Phone (Any phones except Business Group Members)

1. Lift the handset of any Spectrum Business Voice phone.
2. Dial your Voicemail access number (local access number) or your Spectrum Business Voice telephone number or ***98**.¹
3. The voicemail system will answer with a prompt to enter the PIN for the shared mailbox.
4. Enter your PIN followed by the **#** key.
5. The voicemail system will tell you how many new messages there are.
6. Press the '1' key to listen to voicemail messages.

Note: All messages left for any of the lines sharing the mailbox will be played during the session.

The PIN for a Shared Voicemail box is set by the "main" phone number during the mailbox initialization process. When calling Customer Service for a PIN reset, the PIN will be reset to the last four digits of the main phone number.

¹ If line is a Business Group member, the rapid access key sequence is *28 instead of *98.

Away from the Office Using Any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your access number (local access number).
3. The voicemail system will answer with a prompt to enter your telephone number.
4. Enter any 10-digit telephone number that is a member of the shared mailbox and press the # key.
5. Enter the PIN for the shared box followed by the # key.
6. The voicemail system will tell you how many new voicemail messages are in the mailbox.
7. Press the '1' key to listen to your voicemail messages.

Note: *All messages left for any of the lines which share the mailbox will be played during the session.*

Retrieving Messages from a Group Mailbox

At the Office Using the Spectrum Business Voice Lines Associated with the Group Mailbox

1. Lift the handset of the Spectrum Business Voice line.
2. Dial your Voicemail access number (local access number) or the Spectrum Business Voice telephone number or *98.²
3. The system will begin playing a message about the possible sub-mailbox options.³
4. Select the mailbox that you want to access.
5. The voicemail system will answer with a prompt to enter the PIN for the selected mailbox.
6. Enter your PIN followed by the # key.
7. The voicemail system will tell you how many new messages there are.
8. Press the '1' key to listen to voicemail messages.

² If the line is a Business Group member, the rapid access key sequence is *28 instead of *98.

³ Group sub-mailbox Selection Greeting: The menu will play either the recorded names OR the number of the sub-mailbox when no recorded name has been established. The "primary" mailbox associated with the line is always mailbox 0. An example of the recording WITH recorded names: "Who do you want to logon as? For John Doe, press 0, for Mary Smith, press 1, for Bill Brown, press 2." When the recorded names have not been recorded, the greeting will say: "For 703-333-4444-0, press 0, for 703-333-4444-1, press 1, for 703-333-4444-2, press 2."

To Listen to Other Mailboxes on the Spectrum Business Voice Line (At the office)

1. To go to another mailbox while still logged into the voicemail system, press *5.
2. When the system asks for the mailbox, enter the 10-digit number for the next mailbox.
3. When switching between group sub-mailboxes, the sub-mailbox selection greeting will play again.
4. Enter the number for the Group sub-mailbox message you want to access.
5. Enter the PIN when prompted, followed by the # key.
6. The voicemail system will tell you how many new messages there are in the box.
7. Press the '1' key to listen to voicemail messages.

Managing Your Voicemail Messages

When you finish listening to your voicemail messages, there are a number of options available to manage your account. The following directions describe these options and guide you through the process of managing your voicemail as you desire.

At anytime during the message playback you can rewind, advance, or pause the message as follows:

Command	Key to Press	Function
Rewind Message	7	Rewinds the message
Pause Message	8	Pauses message
Advance Message	9	Fast forwards current message

Saving a Voicemail Message

1. If you desire to save the message, press the # key immediately at the conclusion of the message playback.
2. The voicemail system will save the message and immediately begin playing the next message.

Replaying a Voicemail Message

To replay a message, press the '1' key immediately at the conclusion of the message.

Erasing a Voicemail Message

If you wish to erase a message, press the '3' key immediately at the conclusion of the message playback or at any time during playback.

Note: If you accidentally erase a voicemail message while using the handset, you can retrieve it, but only during the same voicemail session. Calling back at a later time to "undelete" messages is not an option. Messages cannot be retrieved after hitting delete from the portal — even within the same session.

Retrieving Accidentally Erased Voicemail Messages (Using telephone access)

1. If you have accidentally erased a voicemail message, go back to the deleted message by pressing *7 if still in playback.
2. From the main menu, press '1' to listen to your messages and advance to the erased message (use the # key to move thru the messages without re-listening).
3. After listening to the erased message, you can recover and save the message by pressing the # key.

Forwarding a Voicemail Message with a Personal Comment

1. If you desire to forward the message, press the '4' key immediately at the end of the message playback.
2. Enter the Spectrum Business™ Voice or Residential Digital Phone number (all 10 digits) of the person to whom you wish to forward the message and then press the # key.
3. The voicemail system will confirm receipt of the Spectrum Phone number of the person to whom you are forwarding the voicemail message. Press the # key again.
4. If you desire to forward the voicemail with a personal comment, press the '1' key.
5. The voicemail system will prompt you to record your personal message. Record a message and press the # key.

6. Press the '1' key to forward the message.

7. Press the '1' key again to confirm that you want to forward the message with the standard delivery options.

8. Your message and personal comment have been forwarded. You can now manage the message as you like.

Forwarding a Voicemail Message Without a Personal Comment

1. To forward a message, press the '4' key immediately at the end of the message.
2. Enter the Spectrum Business Voice or Residential Digital Phone number (all 10 digits) of the person to whom you are forwarding the message and then press the # key.
3. The voicemail system will confirm receipt of the Spectrum Phone number of the person to whom you are forwarding the voicemail message. Press the # key again.
4. Press the '2' key.
5. Press the '1' key to forward the message.
6. Press the '1' key again to confirm that you want to forward the voicemail message with the standard delivery options.
7. Your message has been forwarded. You can now manage the message as desired.

Marking a Voicemail Message as New

1. To mark a message as new, press the '6' key immediately after listening to the message.
2. The next time you access Voicemail, the message will be retrieved as though it were a new message.

Rewinding a Voicemail Message

1. To rewind the message several seconds, press the '7' key at any time during message playback.
2. The message will rewind several seconds and begin playing again. Several presses of the '7' key will result in additional seconds of rewind.

Advancing a Voicemail Message

1. Advance the message several seconds by pressing the '9' key at any time during playback.
2. The message will advance several seconds and begin playing again.
3. Several presses of the '9' key will result in additional seconds of advancement.

Other Voicemail Features

PIN Skip

PIN Skip gives you the ability to enter voicemail from your office phone without having to enter a PIN. It can be turned on or off via the telephone keypad or from the Spectrum Business™ Voice Manager portal. The default setting is OFF, which means that a PIN must be entered to retrieve voice messages.

To Change Pin Skip Options:

1. Enter Voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter login option prompts.
4. Press **2** for Fast Login setup.
Note: Despite the name of this menu, it will include PIN Skip options.
5. Press **2** for PIN Skip options. You will then be told the current status of the PIN Skip option and will be asked whether you want to change that status. Follow the prompts.

PIN Resets/Changes

A PIN is needed to log into Voicemail. You must know your current PIN to change it or you may call Customer Service for a PIN reset. When a PIN is reset, it will revert to the last four digits of your Spectrum Business Voice telephone number. If the type of voicemail is Shared, the PIN reset will use the last four digits of the main telephone number of the Shared Mailbox.

To Change PIN:

1. Enter Voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter login option prompts.
4. Press **1** to change your PIN.
5. Follow the prompts.

Initializing the Voicemail Account (First-Time Users)

When a new voicemail box is created, it will not immediately accept messages. Callers will hear the message: "You cannot leave a message at this time." To initialize the mailbox, you must perform the first-time login initialization from your Spectrum Business Voice line. Follow the steps below to accomplish this.

1. From the Spectrum Business Voice line, dial the Spectrum Business Voice telephone number, the voicemail access number, or ***98**.⁴
2. Press **#**, if prompted, to indicate you are dialing from your Spectrum Business Voice line.
3. If this is a Group Mailbox, the Group sub-mailbox selection message will play. Press the number of the sub-mailbox to be initialized.
4. Enter your default PIN for first-time login when prompted. Your temporary PIN is the last four digits of your Spectrum Business Voice number.
5. The voicemail system will ask you to select your language preference. For U.S. English, press **1**. For Spanish, press **2**.
6. The system will play the first-time users greeting. The first task is to establish a new PIN. Pick a new PIN consisting of four digits which are easy to remember. You cannot use the last four digits of your telephone number, nor will the system accept repetitive numbers (e.g., 1111) or sequential numbers (e.g., 1234).
7. Next, the system will ask you to record your name. If the mailbox will be used by multiple people, choose a name which represents all the individuals, such as a department or group name.
8. The final step is to record a greeting for callers to hear. Record the greeting as prompted.

⁴ For Business Group lines, the rapid access code is *28 (instead of *98).

Important Notes for Group Mailbox Initialization

The Primary mailbox (sub-mailbox 0) must be initialized first. After that, the sub-mailboxes may be initialized in any order. Number of rings is shared with all sub-mailboxes because it is driven by the selection on the incoming telephone lines.

Every other attribute for the sub-mailbox is set independently. The MWI will be set only on the primary line, but there is no indication of what sub-mailbox contains the message.

Important Notes on Shared Voicemail Boxes

The primary line of the Shared Voicemail box has to be initialized first. This process sets the shared PIN for the mailbox. The other lines in the mailbox also need to follow the first-time user initialization process using the shared PIN. Greetings for a shared mailbox are unique for each line. All other options on the mailbox are shared (e-mail notification, number of rings, PIN Skip). MWI will light for all phones when a message is left in the mailbox.

Distribution Lists

Voicemail distribution lists can be set up to include other Spectrum residential or Spectrum Business™ subscribers within the same division. This section pertains to creating and editing distribution lists. The table below lists the distribution list options. Following the table are the instructions for performing any of the actions listed in the table.

Desired	Number to Press	Result
Edit an Existing List	1	This will prompt you to edit an existing list.
Create a New List	2	This will prompt you to create a new list. This includes selecting a number associated with the list, (e.g., list 1, 2, 3, 4, etc.) to which you then add phone numbers.
Hear Existing List	3	This will allow you to hear the entries in a given list and to edit that list. Each time you will hear the name of a list and will be asked if you want to work with that list. If you choose yes, you can edit the list. If you choose no, the next list is named, and you are asked if you want to edit that list. This process repeats itself until you are at the end of your lists.

Edit an Existing Distribution List

1. Enter Voicemail.
2. Press **4** to change mailbox settings; this includes distribution lists.
3. Press **1** to work with distribution lists.
4. Press **1** again to work with an existing list. You will be prompted to enter the number of the distribution list you want to work with, then press the **#** key.
5. If you have not yet created a list, you will be asked to create one at this time.
6. Press the number of the option you desire and follow the prompts.

Table of Actions for a Specific List

Key to Press	1	2	3	4	5	#
Action	Add entry	Remove entry	Delete list	Hear entries	Name list	Get next list

Create a New Distribution List:

1. Enter Voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **1** for distribution lists.
4. Press **2** to enter new list prompts. You will be prompted to enter the number of the distribution list you want to create and to press the **#** key.
5. Follow the prompts.
6. Press a number depending upon the action you wish to take.

Hear Existing List:

1. Enter Voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **1** to enter distribution lists.
4. Press **3** to hear existing lists and follow the prompts.
5. You will be asked if you want to work with the list and will be prompted to press **1** for Yes, and **2** for No. Follow the prompts.

Voicemail Greetings

There are various types of greetings that you can employ. When initializing the voicemail box for the first time, the All Calls greeting is established. This is required for the mailbox to receive messages. However, other options are very useful as well. One of the most useful is the After-Hours Greeting. You can set standard business hours and record a greeting which always plays during the “after-hours” period. This is particularly useful for doctors’ offices, clinics, and other types of facilities where an alternative or emergency number is given to callers. The chart below lists the various types of greetings you can record. All of them are accessible from the Administer Greetings menu (‘3’ from the main menu).

Greeting to Administer	Number to Press	Notes
All-Calls	1	Use this to set your personal greeting for all calls. You can hear, re-record, use, stop using, or erase this greeting by following the prompts.
No-Answer	2	Use this greeting when you cannot answer a call because you are on another line, away from your desk, etc. You can hear, re-record, use, stop using, or erase this greeting by following the prompts.
Busy	3	This is the greeting played when your line is busy. You can hear, re-record, use, stop using, or erase this greeting by following the prompts.
Out-of-Office Hours	4	This is the greeting played when your business is closed. You can hear, re-record, use, stop using, or erase this greeting by following the prompts.
Extended Absence (Listen-Only)	5	You can hear, re-record, use, stop using, or erase this greeting by following the prompts. If this greeting is in use, no messages can be left by an incoming caller. Therefore, it is important to cancel this greeting when the user returns from an extended absence. Some useful applications of this greeting type include providing directions, hours, inclement weather notices, and/or other static information that a company wishes to store with their end users.
Record Name	6	Use this option to record your name for the automated greeting.

Setting Business Hours

To establish business time for the Out-of-Office Hours greeting, the days/hours must be set using the TUI following these steps:

1. Access Voicemail by pressing ***98**, dialing the voicemail access number of the dialing Spectrum Business™ Voice number. Enter your PIN when prompted.
2. Press **4** to access the Mailbox Administration menu.
3. Press **6** to enter the Business Hours setup.
4. Press **1** to set business days; press **2** to set business hours. To use a standard schedule of Monday – Friday, 8 a.m. – 5 p.m., press ***3**.

Note: Although Spectrum Business does not currently offer seasonal service, if you wish to keep your telephone number(s), you can request outbound call restrictions be enabled to protect your financial interests. The call restriction, combined with a VM extended absence greeting, provides a seasonal-like solution for you. The telephone numbers and service are maintained so no price adjustments will be made. Service can be restored to full capability at any time.