



Spectrum Business Voice

Business Voice

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OVERVIEW

Welcome to your new Spectrum Business Voice Service.

This guide is intended for a Business Voice User (referenced here as “User”) to assist in the setup of the features and functionality for your voice service. Instructions can be found in this guide as well as additional details for setup and feature management online at www.SpectrumBusiness.net/support

Users have the ability to:

- View, listen, and manage voicemail messages
- Manage and view call logs:
 - Inbound calls
 - Outbound calls
 - Download call logs (non-billed calls)
- Manage Call Forwarding and Call Blocking (screen calls)
- Set or Change your voicemail greeting
- Change your voicemail PIN (personal identification number)
- Manage contacts

Many of the features can also be enabled and disabled from your phone using the keypad and the feature access code. The feature access code guide can be found on www.SpectrumBusiness.net/support. Please visit the FAQ section for more detailed information on each feature.

ACCOUNT CREATION

In order for a User to manage their line(s), they must first have a [SpectrumBusiness.net](http://www.SpectrumBusiness.net) account. A Company Administrator (of the business) or Account Owner creates the initial login credentials for a User. When your credentials are created an email message indicating that the Company Administrator or Account Owner has granted you access to manage services on www.SpectrumBusiness.net. Upon clicking the link within the email you will be able to create a username and password to access your account where you can manage the services assigned to you by your Company Administrator or Account Owner.

Additional instructions for creating and managing the account credentials for SpectrumBusiness.net can be found here www.SpectrumBusiness.net/support

ACCESSING THE USER PORTAL

Enter your login credentials for www.SpectrumBusiness.net.

Based on your role you will see tiles on the “**Overview**” landing page that will support you in managing your services. The “**Overview**” landing page is displayed by default upon entering SpectrumBusiness.net.

VOICE FEATURE MANAGEMENT

If you have been assigned a role to manage voice services for your company you will see a **“Voice”** tile on the **“Overview”** landing page. There are notifications on the right side of the page for assigned numbers.

The screenshot displays the Spectrum Business Overview page. At the top, the Spectrum Business logo is on the left, and a 'Support' link with a user ID 'Hello_sbnetaqa0251-primary R309848' is on the right. The main content area is divided into two columns. The left column, titled 'Overview', contains a 'Spectrum Services' section with a 'Voice(1)' tile, and an 'Account' section with tiles for 'Billing', 'Manage Users', 'My Profile', 'Company Profile', and 'Support'. The right column, titled 'Notifications', shows a 'CURRENT BILL' for '\$0.00' with a 'PAY BILL' button and links for 'Enroll in Auto Pay', 'View Statements', and 'View Payment History'. Below this, there are two notification sections for 'VOICE [(555) 555-5555-TESTALIAS]' and 'VOICE [(555) 555-5555-OFFICE123]', each indicating 'New Messages' and 'You have missed calls'. The footer includes the Charter Communications logo, copyright information, and social media icons for LinkedIn, Facebook, and Twitter.

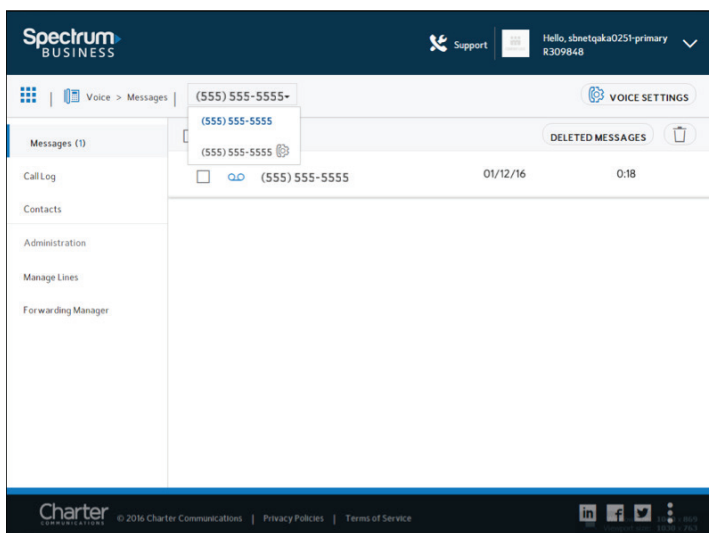
The voice functionality in the portal allows the User to quickly view their messages, call activity and commonly used feature settings. When clicking on the **“Voice”** tile you will be able to:

- View, listen, and manage voicemail messages
- Manage and view call logs:
 - Inbound calls
 - Outbound calls
 - Download call logs (non-billed calls)
- Manage Call Forwarding and Call Blocking (screen calls)
- Set or Change your voicemail greeting
- Change your voicemail PIN (personal identification number)

MESSAGES AND CALLS

The “**Messages**” and “**Call Log**” screens allow the User to view information regarding any new voicemail messages and to review any missed, dialed, and received calls.

*NOTE: Voicemail can also be managed using the touchtone user interface (TUI) on your phone with * feature access codes. See Voice, Fax and Messaging Guide at www.SpectrumBusiness.net/support*



MESSAGES

The “**Messages**” screen allow the User to view, play, and manage new or existing voicemail. Within the message a caller can be blocked, unblocked, or a message can be deleted.

If you have more than one telephone number assigned to your User role, there is an option to select the number from the dropdown menu in order to display messages for different or secondary assigned numbers.

DELETED MESSAGES

The “**Deleted Messages**” button displays any voicemail messages that have been deleted and allows them to be restored or permanently deleted.

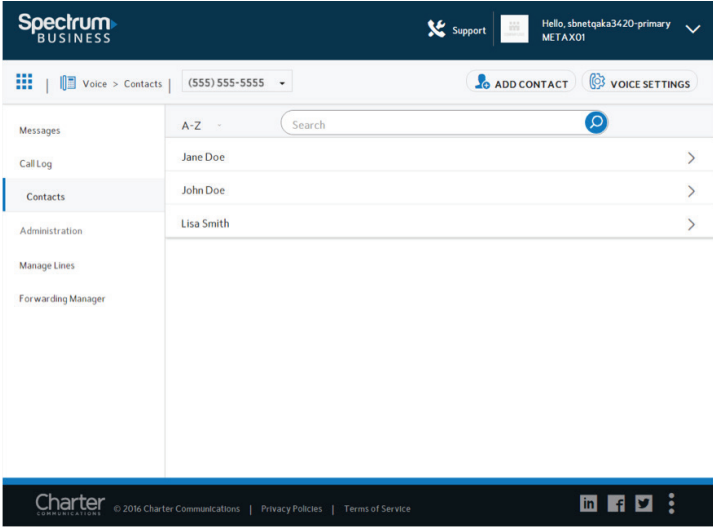
CALL LOG

The “**Call Log**” screen allows the User to view any calls dialed or received, regardless if it was answered or unanswered. Calls can be downloaded and exported to a .csv file.

If you have more than one telephone number assigned to your User role, there is an option to select the number from the dropdown menu in order to display messages for a different or secondary assigned number.

CONTACTS

The “**Contacts**” screen allows a User to manage, add, and delete contacts. When a contact is added the information will be utilized to populate contact information within the “**Call Log**” screen.

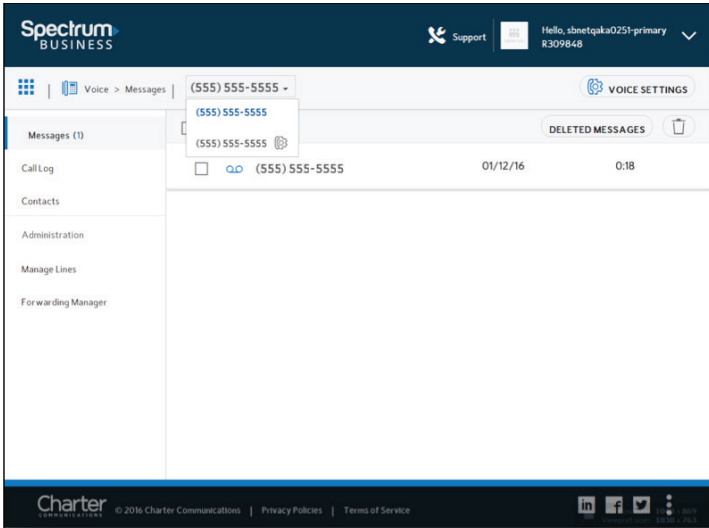


VOICE SETTINGS

The “**Voice Settings**” button contains the following feature management settings.

*NOTE: Before clicking “**Voice Settings**” select the number you want to manage (if you have multiple numbers assigned):*

- Call Forwarding options
- Voicemail greetings
- Voicemail PIN (personal identification number)



Once you've selected the number you want to manage click the "Voice Settings" button.

Voice Settings for the current selected line include the capability to:

Manage your call forwarding options

- Turn on and off the Forward All Calls feature
- Set Unconditional Call Forwarding (prior to ring) or Busy Call Forwarding (If Busy or Away)
- Select the number you want your calls to ring to
- Manage numbers (add or remove numbers that you've previously forwarded to)

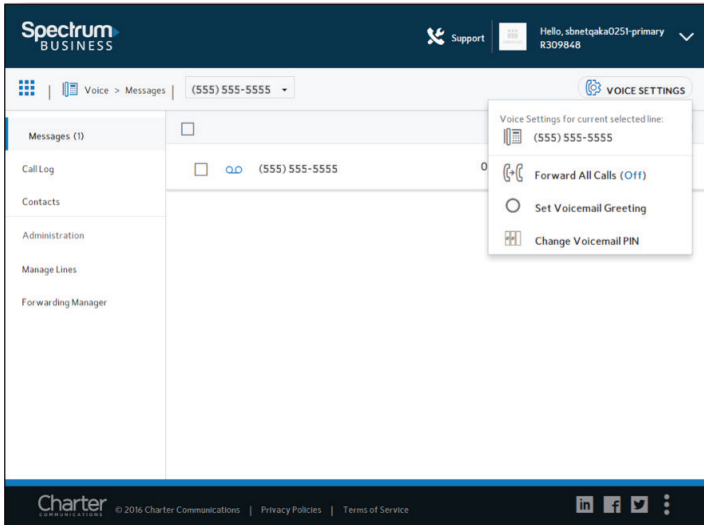
Manage or record your voicemail greeting

- Select the message callers will hear when reaching your voicemail
- Change Voicemail PIN (personal identification number)
- If you forget your voicemail PIN and want to access your voicemail from your handset, you may reset your PIN using this feature without entering your previous PIN

FORWARDING

Call forwarding can be managed via the “**Voice Settings**” button as referenced above or by selecting the “**Forwarding Manager**” link from the left navigation menu.

*NOTE: Call Forwarding can also be managed on your phone keypad with * feature access codes. Go to www.spectrumbusiness.net/support for additional help.*

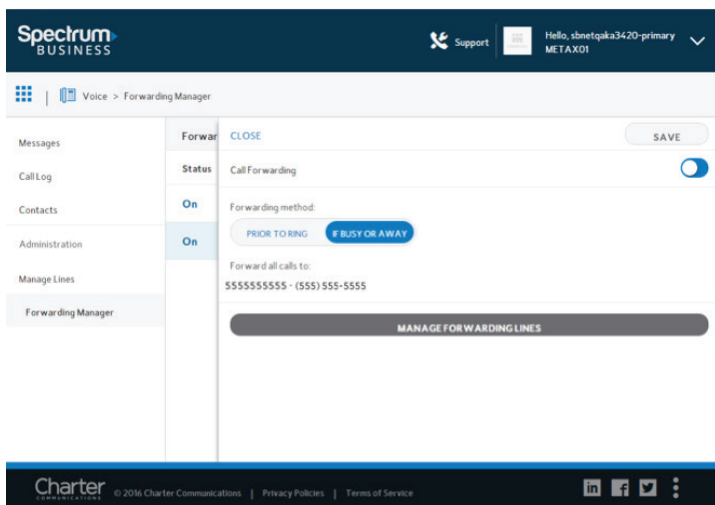
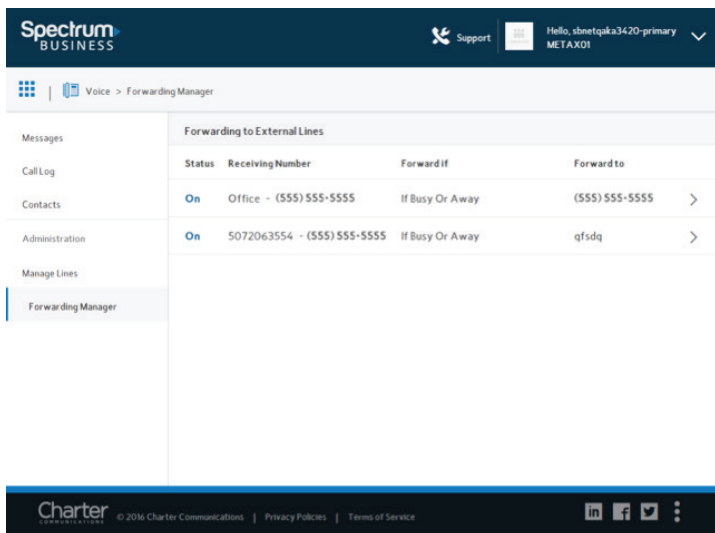


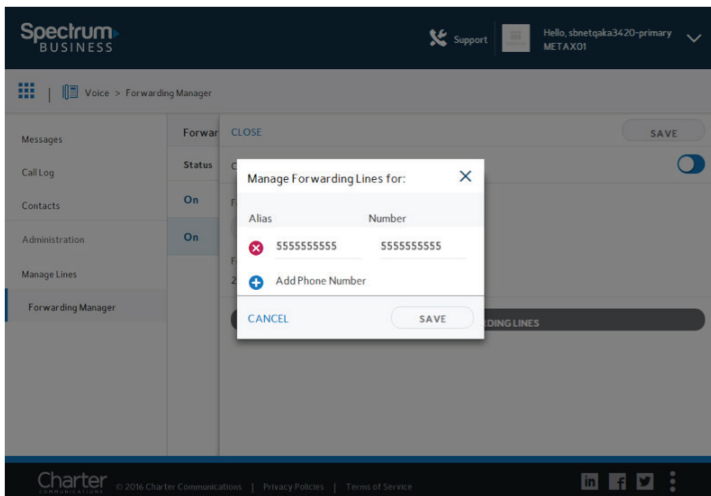
Call forwarding method:

- Call Forwarding Unconditional (prior to ring)
 - Allows you to forward all calls to another number
 - Don't miss any calls while out of the office
 - Set this option on your phone to forward calls from all callers to your mobile number or another number
- Call Forwarding Busy (busy/no answer)
 - Allows you to forward calls to another number if you are on another call and your line is busy, or if you do not answer

On the **“Forwarding Manager”** screen the status of each assigned telephone line will display (if more than one telephone number is assigned to the User). Click on a displayed telephone line to:

- Edit the Alias (the name or nickname you would like for the telephone number)
- Enable/disable call forwarding
- Select the type of call forwarding when enabled
- Select and manage call forwarding numbers





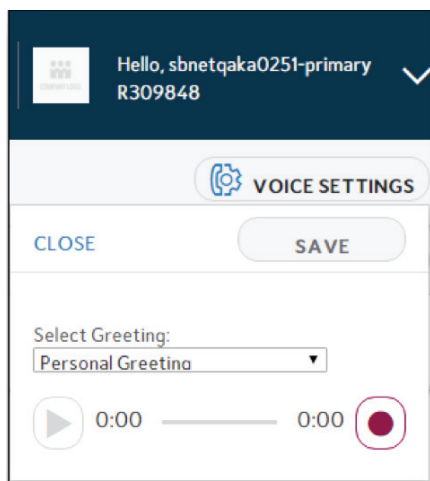
SET VOICEMAIL GREETING

Spectrum Business voicemail is initially set up to use the Standard Greeting. The Standard Greeting can be replaced by recording a customized greeting.

Select the **“Voice Settings”** button to change the voicemail greeting associated with the telephone number.

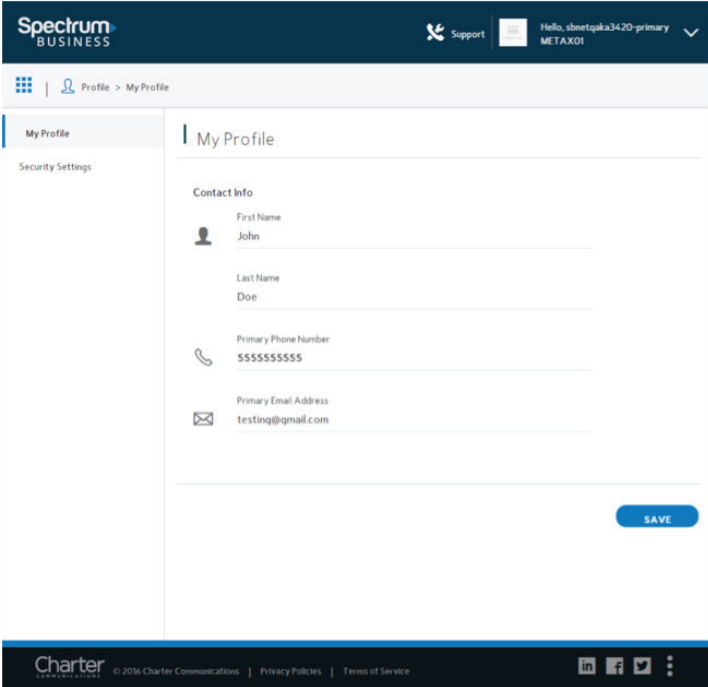
Selections include:

- Personal Greeting
- Pre-Recorded Greeting
 - Group
 - System Greeting with Name
 - System Greeting with Number
 - General System Greeting
- Record a new Greeting
 - This option is available through each selection

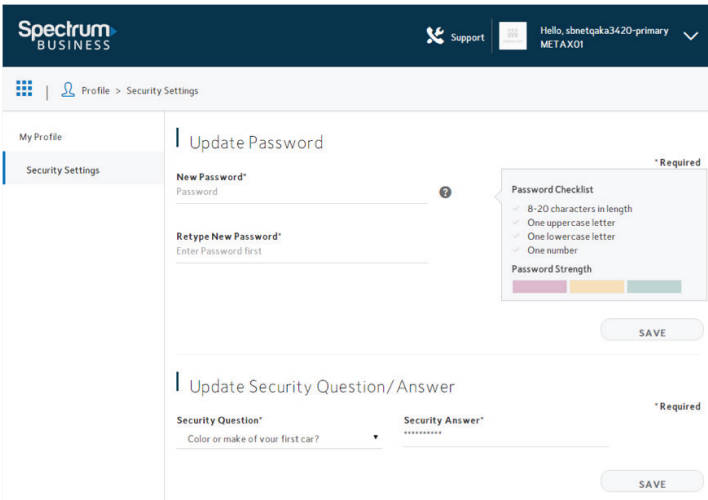


ACCOUNT

On the “**Overview**” landing page, in the “**Account**” section, the User can view and manage their personal details such as first and last name, email address, and security settings. Select “**My Profile**” to view and edit the options.



The “**Security Settings**” screen is where updates are made to your password and security question.



HELP AND TUTORIALS

The “**Support**” section of SpectrumBusiness.net can be accessed at any time by selecting “Support” from the header located on every page. Upon selecting “**Support**”, help and tutorial information will display. The “**Support**” section provides a more detailed view into the actions and configurations of each screen and should be used as a companion to this Quick Start Guide.

ADDITIONAL FEATURE INFORMATION

Some features must be managed and configured for each line through the CommPortal using the Administrator credentials. Once the Administrator sets up a feature, many of them can be enabled and disabled using * feature access codes on the phone keypad. Please contact the Company Administrator or Account Owner to configure the following features.

FOLLOW ME / SIMULTANEOUS RING

The Follow Me feature is used to manage forwarding and simultaneous ringing by adding rules in the CommPortal. When enabled by the Administrator, this service redirects calls that a User receives to one or more alternate destinations. The User may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

To configure this service, the User must define a number of rules for the Administrator to set. Each rule defines a destination to ring when a User receives a call, and how long the User wishes that destination to ring for. Each rule is assigned to a numbered step. As soon as a User receives a call, all destinations referred to by rules in step 1 begin to ring simultaneously. As soon as the last of these destinations has completed ringing, all destinations referred to by rules in step 2 begin to ring simultaneously and so on. This continues until the call is answered or all configured destinations have been rung. A User can have up to a maximum of 6 steps, and multiple rules may be assigned to each step.

NOTE: The User's own number will only ring if you configure a rule with your phone number as the destination.

Once the rules have been set, the feature access codes for Follow Me can be used on the phone keypad to enable with *371 and disable with *372.

CALL BLOCKING

Call screening/blocking settings must be managed through the CommPortal using the Administrator credentials.

SELECTIVE ACCEPTANCE

When the Selective Call Acceptance feature is enabled the feature allows the Administrator to set up a list of numbers for the User for which only those calls are accepted. Rejected callers hear an announcement telling them that you do not wish to take their call.

SELECTIVE REJECTION

When the Selective Call Rejection feature is enabled the feature allows the Administrator to set up a list of numbers that will be immediately rejected. Rejected callers hear an announcement telling them that you do not wish to take their call.

ANONYMOUS REJECTION

When the Anonymous Call Rejection feature is enabled by the Administrator the feature immediately rejects all anonymous (Blocked Caller ID) calls. Rejected callers hear an announcement telling them that you do not wish to take their call.

PRIORITY CALL

When the Priority Call feature is enabled by the Administrator the feature (sometimes known as distinctive ringing) allows the User to specify a number or set of numbers that cause the User's phone to ring with a unique ring pattern.

EXTENSIONS

The Administrator can set up Extensions that enable the User to quickly dial other numbers in the business group.

SPEED DIAL

The Administrator can set up Speed Dial that allows a User to have multiple personalized speed dial options that can be dialed using a 2-digit extension from the User's desk phone.

SHORT CODES

Short Codes are two-digit numbers that work for all members of a Business Group to call outside lines. These can be set up for any outside lines by the Business Group Administrator.

1-800-314-7195 ▪ SpectrumBusiness.net

