



SPECTRUM BUSINESS[™]

VOICEMAIL USER GUIDE

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Introduction

Introduction

Voicemail Overview

Retrieve your voice messages anywhere, anytime with Spectrum Business™ easy-to-use Voicemail services. We offer multiple Voicemail options and features to meet your organization's particular needs.

Single Voicemail provides a unique Voicemail box per telephone number.

For teams who share responsibility for returning calls and businesses in which private messages are not required, Shared Voicemail is an ideal choice. It provides a single Voicemail box for up to five telephone numbers.

Consider Group Voicemail if your business needs to provide private mailboxes for teams who share a telephone number. Group Voicemail provides up to 10 private Voicemail boxes for a single telephone number.

Features of Voicemail

- Single Voicemail and Group Voicemail boxes have a unique email address and a unique PIN per box.
- Shared Voicemail boxes have a shared email address and a shared PIN across all phone lines that access the shared mailbox.
- Our free web portal, Voice Manager, enables you to change your Voicemail settings and listen to, forward, delete and save Voicemails to file.

About this Guide

This guide provides Administrators and Users with information regarding setting up and using the different types of Voicemail service. It is divided into the following sections:

- How to set up a Single Voicemail box
- How to retrieve Voicemail messages from a Single Voicemail Box
- Important Voicemail Notes and Helpful Hints for Single Voicemail Boxes
- How to set up Group Voicemail
- How to retrieve Voicemail messages from a Group Voicemail Box
- Important Group Voicemail Notes and Helpful Hints
- How to set up Shared Voicemail
- How to retrieve Voicemail messages from a Shared Voicemail Box
- Important Shared Voicemail Notes and Helpful Hints
- How to set up Voicemail Greetings
- How to set Business Hours for Voicemail

NOTES

Throughout this document, you will see important Alerts and useful Tips displayed in the Notes field such as this.

Introduction

Support

The Support tab in Voice Manager provides introductory videos, FAQs, How-Tos and User Guides to help you make the most of your Voice Manager features. You can also connect with Customer Support via Chat, Email or Phone in the Contact Us section.

To access Voice Manager, go to <https://voicemanager.timewarnercable.com>.

Single Voicemail

Single Voicemail

Single Voicemail

Single Voicemail Box – provides one Voicemail box per Spectrum Business™ Voice number.

Common Uses

- Play a custom greeting and record a message on a Spectrum Business Voice line when the line is not answered or busy.
- Used as a single Voicemail box for the main number of a business (can be used on the main number of a Hunt Group).
- Used as a single Voicemail box for an individual user.
- Used as a faster way to get messages with Voicemail to email.

Single Voicemail Activation Steps

Admin Activation

The Administrator must assign a user to a line.

1. Sign in to Voice Manager at: <https://voicemanager.timewarnercable.com>.

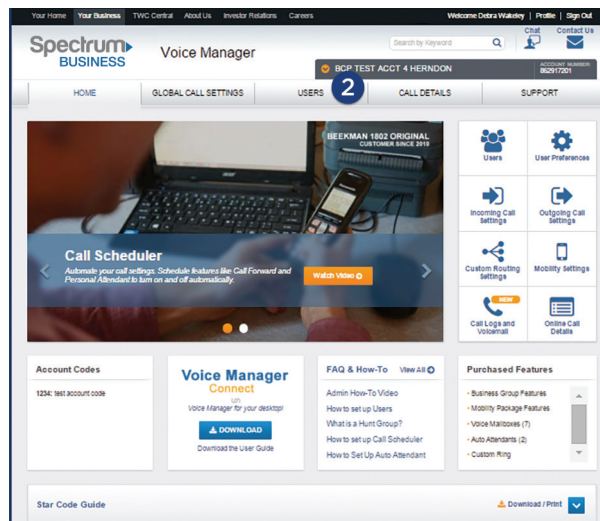


Figure 1: Voice Manager Home Page

2. Ensure you are signed in as an Administrator; you will see a tab called "Users." Click on the "Users" tab to display a list of all your users.

Single Voicemail

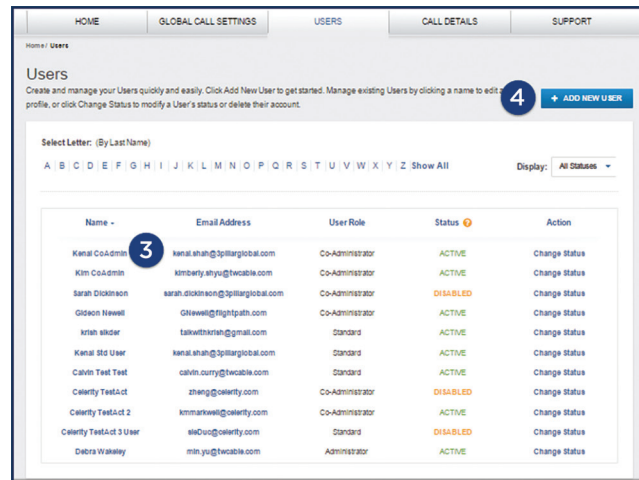


Figure 2: Users Tab

3. For existing users: Click on a user to view their profile (New users? Skip to step #4).
 - a. Select a line from the drop-down under "Phone Lines Assigned" and then click "Assign Mailbox."
4. For new users: Click on "Add new user."
 - a. Follow the add new user steps as prompted.
 - b. Assign the new user a phone line from the drop-down and then click "Assign Mailbox."
5. Click "Next."

First Time Login User Initialization

To activate the Voicemail box, dial in to the Voicemail system and initialize the Voicemail box.

1. From the Spectrum Business™ Voice line associated with the Voicemail box, dial the Spectrum Business Voice telephone number, the Voicemail access number or *98. (The local Voicemail access number can be found in Voice Manager.)
2. Press #, if prompted, to indicate you are dialing from your Spectrum Business Voice line.
3. Enter your temporary PIN (the last four digits of your Spectrum Business Voice number) for first-time login when prompted.
4. Select Language:
 - a. For English, press '1.'
 - b. For Spanish, press '2.'

Single Voicemail

5. The system will play the first-time user greeting and prompt you to establish a new PIN. You cannot use the last four digits of your telephone number. Nor will the system accept repetitive (e.g., 1111) or sequential numbers (e.g., 1234).
6. Next, the system will ask you to record your name.
7. The final step is to record a greeting that callers will hear when the call is not answered. Record the greeting as prompted.

User Activation in Voice Manager

Once the Admin activates the user, an email will be sent to the user with a temporary password. The user must click on the link in the email and enter the temporary registration code in order to create a new login and password. This must be done within 72 hours or the temporary login password will be disabled.

Within Voice Manager, the way to access your Voicemail settings will depend on whether you are logged in as an Administrator or a user.

- Administrators will log in by clicking on the Call Logs and Voicemail tile as shown in Figure 3.
- Users will log in either by clicking the Call Logs and Voicemail tab or tile.

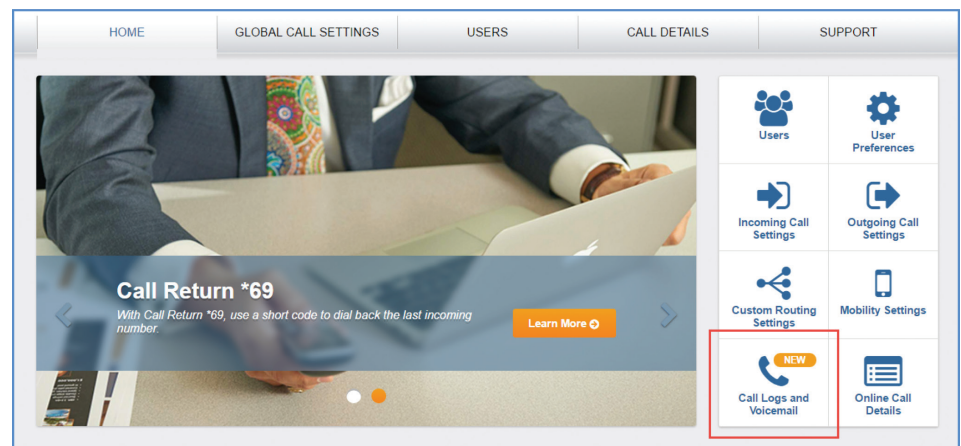


Figure 3: Call Logs and Voicemail Tile for Admins

Single Voicemail

Additional Voicemail Functionality In Voice Manager

Setting the number of rings:

1. Sign in to Voice Manager and click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

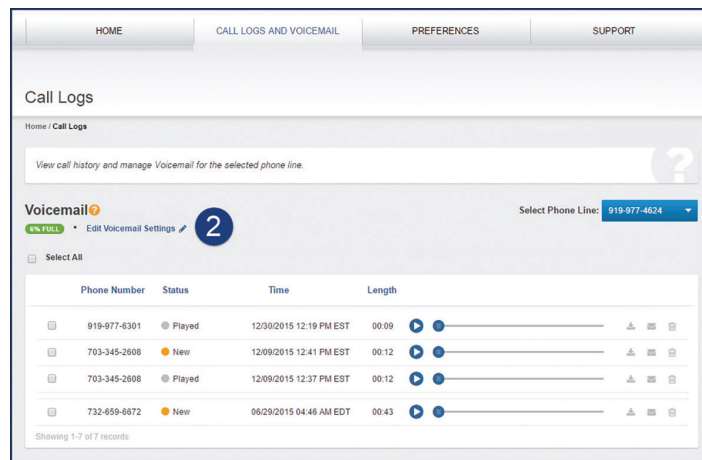


Figure 4: Edit Voicemail Settings

2. Click on “Edit Voicemail Settings.”



Figure 5: Edit Number of Rings

3. Set the number of rings for a call to go to Voicemail. It can be set up for one to 10 rings.
4. Click “Save.”

How to Retrieve Voicemail Messages from a Single Voicemail Box

There are several ways to retrieve your messages from a Single Voicemail box, outlined below.

Using Spectrum Business™ Voice at the Office

1. Lift the handset of any Spectrum Business phone.
2. Dial your Voicemail access number (the local access number can be found in Voice Manager) or:
 - a. For all phone lines except those configured with Business Groups: your Spectrum Business phone number is the access number or ***98**.
 - b. For Business Group members: your 10-digit telephone number or ***28**.

Single Voicemail

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 messages there are.
7. Press the '1' key to listen to your Voicemail messages.

Online Using Voice Manager

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.



Figure 6: Voice Manager User Home Page

2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

Single Voicemail

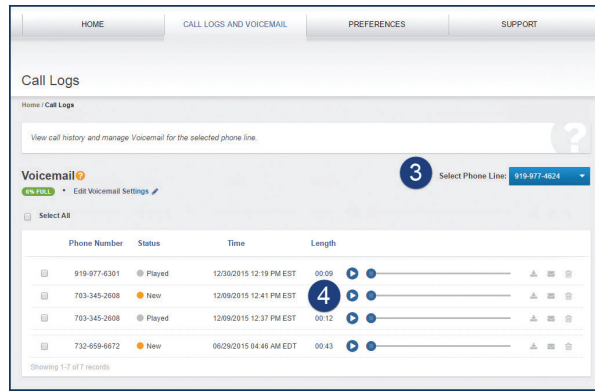


Figure 7: Listen to Voicemail in Voice Manager

- From the drop-down menu, select the Voicemail box number.
- Click the play button next to the Voicemail message you want to listen to. The message will be played using your device speakers. Voicemail messages will be played with either QuickTime or Windows Media Player. Voice Manager automatically searches for one of these applications and chooses the appropriate player. If the application does not find a player, it will prompt the user to download QuickTime, the preferred player.

Using Voice Manager Connect

- Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.



Figure 8: Voice Manager Connect

- Download the Voice Manager Connect application to your computer.
- Sign in to Voice Manager Connect using your Voice Manager credentials.
- Click on the Voicemail button and enter the PIN you used to set up your Spectrum Business™ Voice Voicemail.
- Click on a Voicemail line item to view options for that message, such as Add, Delete, Listen and Call.

Single Voicemail

Via an Email Attachment

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.
3. From the drop-down menu, select the Voicemail box number.
4. Click “Edit Voicemail Settings.”



Figure 9: Voicemails as Email Attachments

5. On the Voicemail Settings check “Send Voicemail email notifications” and “Include Voicemail as an attachment.”
6. Click “Save.”
7. You will receive email notifications when callers leave you a Voicemail. A copy of the Voicemail will be attached to the email as a .wav file.

Managing Voicemail Messages

You can manage your Voicemail messages via phone or online using Voice Manager. 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.

Managing Voicemail Messages by Phone

At any time 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

Figure 10: Voicemail Commands by Phone

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.

Single Voicemail

NOTES

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.

Replaying a Voicemail Message

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voicemail system will replay the message.

Erasing a Voicemail Message

1. 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.
2. The message will be erased.

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 through 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 pound # 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.

Single Voicemail

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.

Single Voicemail

Managing Voicemail Messages Using Voice Manager

1. From any location, sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

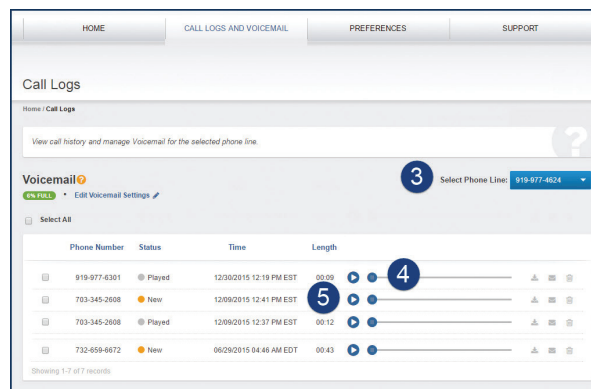


Figure 11: Managing Voicemail Messages in Voice Manager

3. From the drop-down menu, select the Voicemail box number.
4. At any time during a message playback, you can rewind or advance a message by sliding the message indicator back or forward.
5. You can pause a message by clicking the icon next to the message.

Saving a Voicemail Message

You can save important messages by clicking on the Download icon next to the message.

Replaying a Voicemail Message

You can replay a Voicemail message by clicking on the Arrow icon next to the message.

Single Voicemail

Deleting One or More Voicemail Messages

You can delete one or more messages using Voice Manager.

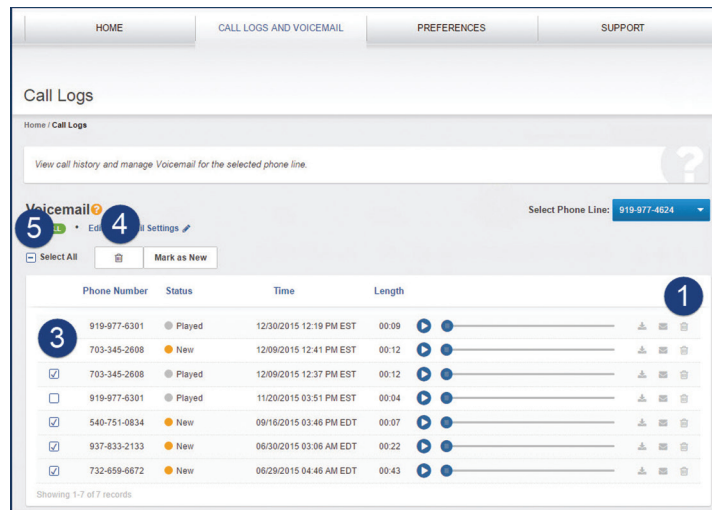


Figure 12: Deleting Voicemail Messages

1. To permanently delete one Voicemail message, click the Trash icon next to that message.
2. A confirmation message will be displayed. Click "Confirm" to delete the message. Note that messages cannot be retrieved after clicking "Confirm," even in the same session.
3. To delete multiple messages, select the checkbox next to the messages you want to delete.
4. Click the Trash icon at the top of the page. A confirmation message will be displayed. Click "Confirm" to delete the messages.
5. To delete all messages, check "Select All" at the top of the list and then click the Trash icon.

Single Voicemail

Important Voicemail Notes and Helpful Hints

- The length of a message or greeting is three minutes.
- The total number of recording time for messages is 40 minutes per Voicemail box.
- Users should frequently delete messages to ensure that there is enough storage for new messages.
- Individual messages can be deleted, played or sent to an email address from the Voice Manager portal.
- There is no time limit on how long a message can be saved.
- The default for a Spectrum Business™ Voice line with Voicemail is to have calls that are not answered, or are made to a busy line, to go to Voicemail.
- A live call cannot be transferred directly to a Voicemail box.
- The Extended Absence Greeting can be used to leave a static message (no messages can be left when the Extended Absence Greeting is in use).

Group Voicemail

Group Voicemail

Group Voicemail

Group Voicemail Box – provides up to 10 Voicemail boxes per Spectrum Business™ Voice number.

The Group Voicemail custom greeting is usually set up as follows: To leave a message for A, please press 1, to leave a message for B, please press 2, etc....

Common Uses for Group Voicemail

- Providing private Voicemail boxes for specific departments like Sales, or other personnel, sharing a single telephone number.
- Pairing with a Hunt Group to allow personal greetings and private Voicemail boxes for each Hunt Group member.
- Centralized message deposit for busy professionals.
- Use sub-mailboxes with Extended Absence Greetings to set up static messages such as hours or directions.
- Use Group Voicemail when multiple people need Voicemail, but do not have their own personal Spectrum Business Voice line.

Group Voicemail Activation Steps

Admin Activation

The Administrator must assign a user to a line.

1. Sign in to Voice Manager at: <https://voicemanager.timewarnercable.com>.

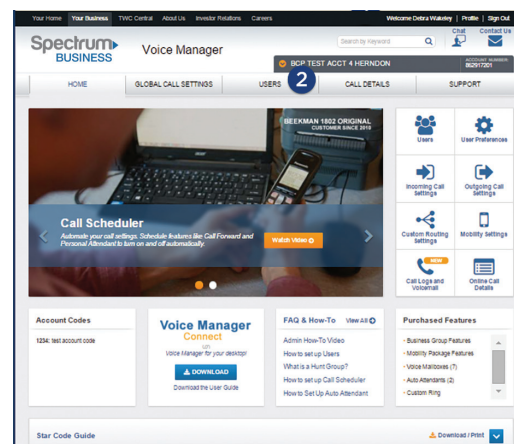


Figure 13: Voice Manager Home Page

2. Ensure you are signed in as an Administrator; you will see a tab called "Users." Click on the "Users" tab to display a list of all your users.

Group Voicemail

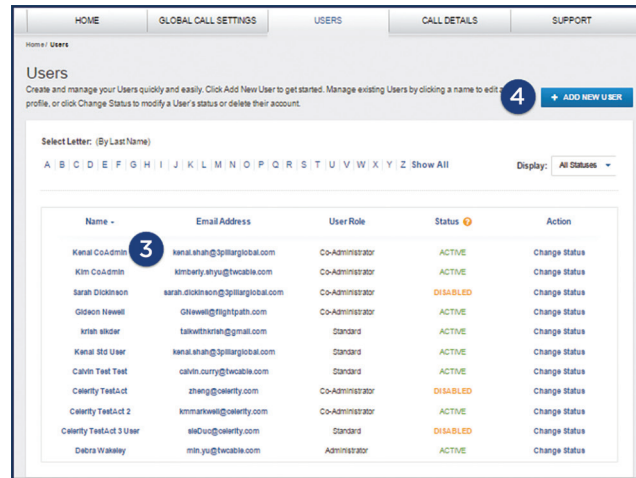


Figure 14: The Users Tab

3. For existing users: Click on a user to view their profile (New users? Skip to step #4).
 - a. Ensure the user has an active Spectrum Business™ Voice line under “Assign Lines and Group Voicemail.” If they do not, assign a line from the drop-down under “Phone Lines Assigned.”
 - b. Next, assign the Group Voicemail boxes in the drop-down to the user and click submit.
4. For new users: Click on “Add new user.”
 - a. Follow the add new user steps as prompted.
 - b. Assign the new user a phone line and their Group Voicemail boxes.
5. Click “Next.”

First Time Login User Initialization

To activate the Voicemail box, dial in to the Voicemail System and initialize the Voicemail box.

Group Voicemail

Things to note:

You must follow the instructions below for Voicemail box 0 (the Voicemail box associated with the main number that callers will dial) first. After Voicemail box 0 is set up, you can follow steps 1-8 below for each individual Voicemail box you wish to add to the Group Voicemail box. The Spectrum Business™ Voice number that the Group Voicemail box is associated with will be line 0. Subsequent Voicemail boxes will be numbered '1' through '9', e.g.:

- (123) 456-7890
- (123) 456-7890-1
- (123) 456-7890-2
- (123) 456-7890-3

Follow the instructions below to complete the first-time login initialization for a single Voicemail box.

1. From the Spectrum Business Voice line associated with the Voicemail box, dial the telephone number, the Voicemail access number or ***98**. (The local Voicemail access number can be found in Voice Manager.)
2. Press **#**, if prompted, to indicate you are dialing from your Spectrum Business Voice line.
3. The first time you access the Voicemail system, you will hear the following message:
"Who do you want to log on as? For XXX-XXX-XXXX Press #," e.g.:
 - a. "For 999-999-9999-0 press 0, for 999-999-9999-1 press 1."
4. Enter your temporary PIN (the last four digits of your Spectrum Business Voice number) for first time login when prompted.
5. Select Language:
 - a. For English, press '1.'
 - b. For Spanish, press '2.'
6. The system will play the first-time user greeting and prompt you to establish a new PIN. You cannot use the last four digits of your telephone number. Nor will the system accept repetitive (e.g., 1111) or sequential numbers (e.g., 1234).
7. Next, the system will ask you to record your name.
8. The final step is to record a greeting that callers will hear when the call is not answered. Record the greeting as prompted.

Group Voicemail

9. Recording the Main Greeting for Group Voicemail:

- a. You can choose to customize the Group Voicemail greeting, or the system default will be used. The system default will answer the line and say "For [recorded name of sub-mailbox 0], press 0, for [recorded name of sub-mailbox 1], press 1." If no recorded name is present, the system will read the phone number: "For 703-555-2222-0, press 0, for 703-555-2222-1, press 1..."
- b. To override the system default with a custom message (recommended option), follow the steps below:
 1. Log in to the primary sub-mailbox (Voicemail box 0).
 2. Select 3 to work with Personalized Greetings.
 3. Press 0 for "Need something else."
 4. Press 7 to work with Specialized Greetings.
 5. Press 2 to work with your Group Voicemail Box Greeting.
 6. Record the greeting as prompted.

Be sure to include the list of Voicemail boxes in the greeting as callers will only hear the custom message.

Example: "Thank you for calling the ABC Sales Department. To leave a message for your sales representative, please select from the following list. For John Doe, press 0, for Sally Smith, press 1, for Jim Brown, press 2....)"

User Activation in Voice Manager

Once the Admin activates the user, an email will be sent to the user with a temporary password. The user must click on the link in the email and enter the temporary registration code in order to create a new login and password. This must be done within 72 hours or the temporary login password will be disabled.

NOTES

The greeting recorded for the main sub-mailbox (Voicemail box 0) during initialization is what plays when a caller selects that box. It is not the Group Voicemail greeting described here. To have custom messages in both places, record a personal greeting when initializing Voicemail box 0 and record the Group Voicemail greeting using the above instructions.

Group Voicemail

Within Voice Manager, the way to access your Voicemail settings will depend on whether you are logged in as an Administrator or a user.

- Administrators will log in by clicking on the Call Logs and Voicemail tile as shown in Figure 15.
- Users will log in either by clicking the Call Logs and Voicemail tab or tile.

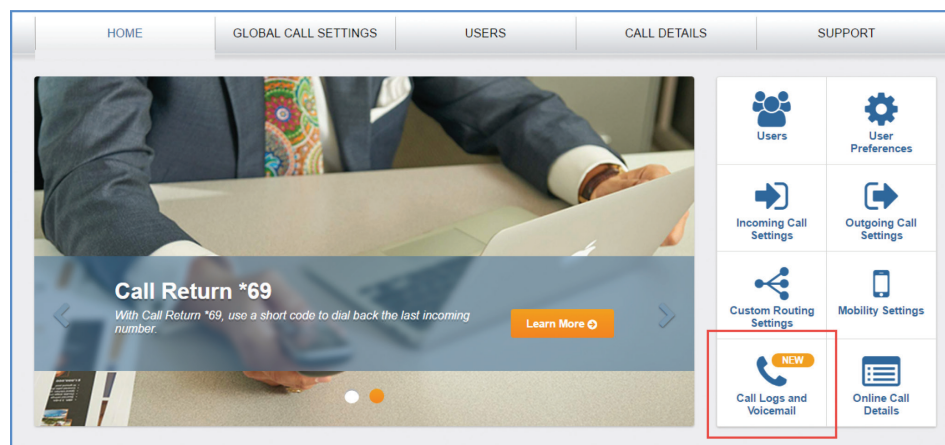


Figure 15: Call Logs and Voicemail Tile for Admins

Additional Voicemail Functionality In Voice Manager

Setting the number of rings:

1. Log in to Voice Manager and click on "Call Logs and Voicemail."

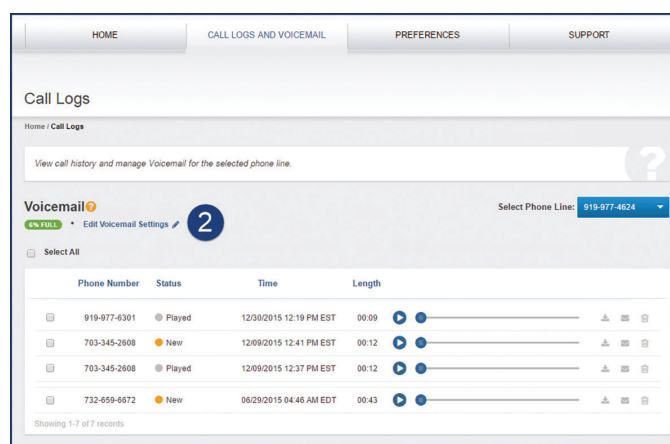


Figure 16: Edit Voicemail Settings

2. Click on "Edit Voicemail Settings."

Group Voicemail



Figure 17: Edit Number of Rings

3. Set the number of rings for a call to go to Voicemail. It can be set up for one to 10 rings.

How to Retrieve Voicemail Messages from a Group Voicemail Box

There are several ways to retrieve your messages from a Group Voicemail box, outlined below.

Using Spectrum Business™ Voice at the Office (Any Lines Except Business Group Members)

1. Lift the handset of a Spectrum Business Voice line associated with the Group Mailbox.
2. Dial your Voicemail access number (local access number), the Spectrum Business Voice number, or ***98**. (The local Voicemail access number can be found in Voice Manager.)
3. The system will begin playing a message about the possible sub-mailbox options.
4. Select the Voicemail box that you want to access.
5. The Voicemail system will answer with a prompt to enter the PIN for the selected Voicemail box.
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.

To Listen to Other Voicemail Messages from a Spectrum Business Voice Line

1. To go to another Voicemail box while still logged in to the Voicemail system, press ***5**.
2. The system will ask for the Voicemail box; enter the 10-digit number for the next Voicemail box.
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.
7. Press the '1' key to listen to Voicemail messages.

Group Voicemail

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 messages there are.
7. Press the '1' key to listen to your Voicemail messages.

Online Using Voice Manager

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.



Figure 18: Voice Manager User Home Page

2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

Group Voicemail

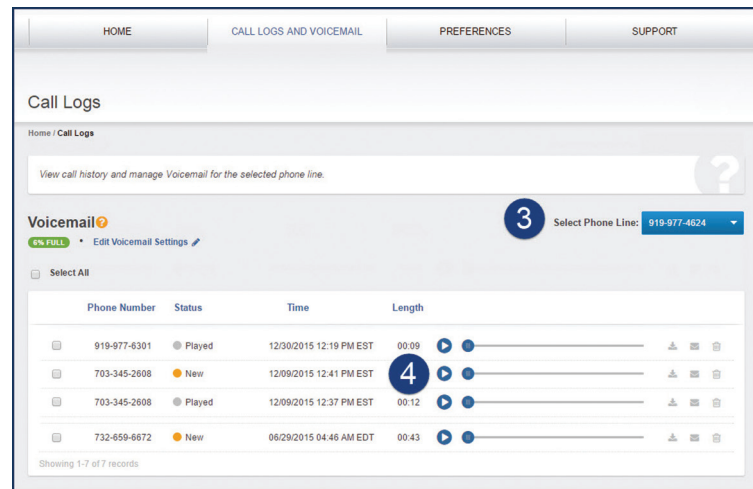


Figure 19: Listen to Voicemail in Voice Manager

- From the drop-down menu, select the Voicemail box number.
- Click the play button next to the Voicemail message you want to listen to. The message will be played using your device speakers. Voicemail messages will be played with either QuickTime or Windows Media Player. Voice Manager automatically searches for one of these applications and chooses the appropriate player. If the application does not find a player, it will prompt the user to download QuickTime, the preferred player.

Using Voice Manager Connect

- Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.



Figure 20: Voice Manager Connect

- Download the Voice Manager Connect application to your computer.

Group Voicemail

3. Sign in to Voice Manager Connect using your Voice Manager credentials.
4. Click on the Voicemail button and enter the PIN you used to set up your Spectrum Business™ Voice Voicemail.
5. Click on a Voicemail line item to view options for that message, such as Add, Delete, Listen and Call.

Via an Email Attachment

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.
3. From the drop-down menu, select the Voicemail box number.
4. Click “Edit Voicemail Settings.”



Figure 21: Voicemails as Email Attachments

5. On the Voicemail Settings, check “Send Voicemail email notifications” and “Include Voicemail as an attachment.”
6. Click “Save.”
7. You will receive email notifications when callers leave you a Voicemail. A copy of the Voicemail will be attached to the email as a .wav file.

Managing Voicemail Messages

You can manage your Voicemail messages via phone or online using Voice Manager. 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.

Managing Voicemail Messages by Phone

At any time 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

Figure 22: Voicemail Commands by Phone

Group Voicemail

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

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voicemail system will replay the message.

Erasing a Voicemail Message

1. 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.
2. The message will be erased.

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 through 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.

NOTES

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.

Group Voicemail

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 pound # 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.

Group Voicemail

Managing Voicemail Messages from Any Location Using Voice Manager

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

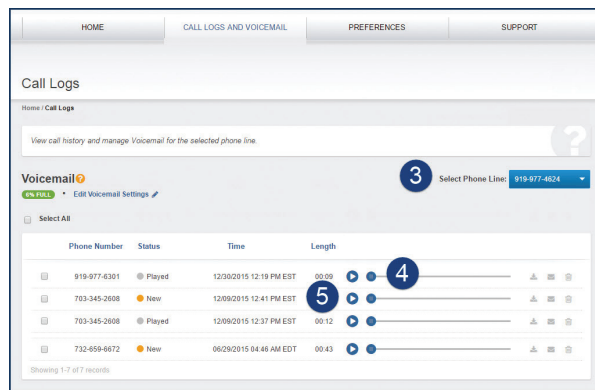


Figure 23: Managing Voicemail Messages in Voice Manager

3. From the drop-down menu, select the Voicemail box number.
4. At any time during a message playback, you can rewind or advance a message by sliding the message indicator back or forward.
5. You can pause a message by clicking the icon next to the message.

Saving a Voicemail Message

You can save important messages by clicking on the Download icon next to the message.

Replaying a Voicemail Message

You can replay a Voicemail message by clicking on the Arrow icon next to the message.

Group Voicemail

Deleting One or More Voicemail Messages

You can delete one or more messages using Voice Manager.

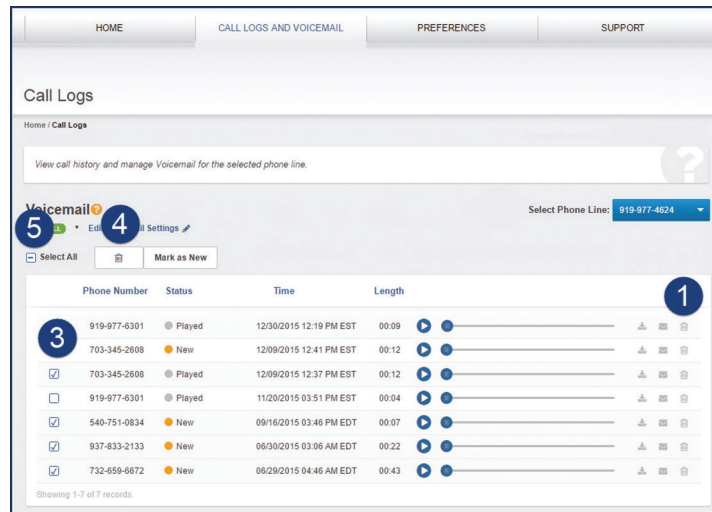


Figure 24: Deleting Voicemail Messages

NOTES

If you delete a message from a Group Voicemail box, it will also be deleted for other members of the group.

1. To permanently delete one Voicemail message, click the Trash icon next to that message.
2. A confirmation message will be displayed. Click "Confirm" to delete the message. Note that messages cannot be retrieved after clicking "Confirm," even in the same session.
3. To delete multiple messages, select the checkbox next to the messages you want to delete.
4. Click the Trash icon at the top of the page. A confirmation message will be displayed. Click "Confirm" to delete the messages.
5. To delete all messages, check "Select All" at the top of the list and then click the Trash icon.

Group Voicemail

Important Group Voicemail Notes and Helpful Hints

- Greetings, email notifications and PIN Skip for a Group Voicemail box are unique for each line.
- The number of rings before Voicemail answers a call is shared across all Voicemail boxes in the Group. You can configure this by selecting “Call Logs and Voicemail” on the right side of the Voice Manager Home page. Then select the “Edit Voicemail Settings” link on the left side of the screen, select the applicable Voicemail box from the drop-down menu and update the number of rings.
- If your handsets have Message Waiting indicators, the indicator will be set only on the primary line when a Voicemail message is left, and there is no indication of which sub-mailbox contains the message.
- After a PIN reset, the PIN will be set to the last four digits of the main phone number of the Group Voicemail box.
- There is a Monthly Recurring Charge (MRC) for each sub-mailbox.
- The length of a message or greeting is three minutes.
- The total number of recording time for messages is 40 minutes per Voicemail box.
- The user should frequently delete messages to ensure that there is enough storage for new messages.
- Individual messages can be deleted, played or sent to an email address from the Voice Manager portal.
- There is no time limit on how long a message can be saved.
- The default of a Spectrum Business™ Voice line with Group Voicemail is to have calls that are not answered or are busy to go to the Group Voicemail box.
- A live call cannot be transferred directly to a Voicemail box.
- The Extended Absence Greeting can be used to leave a static message. (No messages can be left when the Extended Absence Greeting is in use.)

Shared Voicemail

Shared Voicemail

Shared Voicemail

Shared Voicemail Box – provides one mailbox for up to five Spectrum Business™ Voice numbers.

Common Uses

- Pairing with Hunting (particularly circular) when private messages are not important.
- Providing a single mailbox for a team who share responsibility for returning calls.
- Reducing overall costs associated with a single Voicemail box for every line.

Shared Voicemail Activation Steps

Admin Activation

Administrators can use the steps below to assign Shared Voicemail boxes to a user's Spectrum Business Voice line.

1. Sign in to Voice Manager at: <https://voicemanager.timewarnercable.com>.

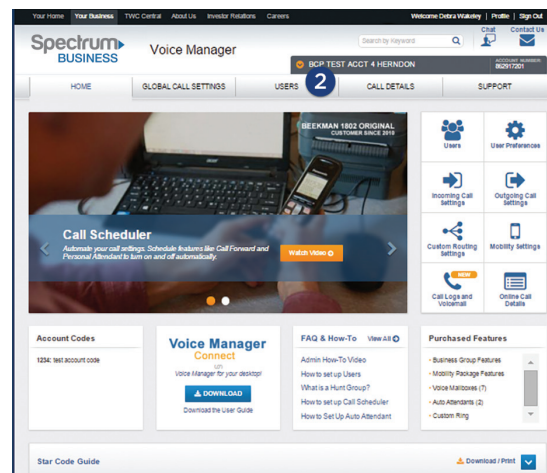


Figure 25: Voice Manager Home Page

2. Ensure you are signed in as an Administrator; you will see a tab called "Users." Click on the "Users" tab to display a list of all your users.
3. For existing users: Click on a user to view their profile (New users? Skip to step #5).
4. Select a line from the drop-down under "Phone Lines Assigned," and then click "Assign Mailbox."
5. For new users, click on "Add New User."
6. Assign the new user a phone line from the drop-down and then click "Assign Mailbox."
7. Click "Next."

Shared Voicemail

First-Time Login initialization

Things to note:

- The primary line of the Shared Voicemail box has to be initialized first. This process sets the shared PIN for the mailbox.
- Using the shared PIN you established during the Shared Voicemail box initialization, you must follow steps 1-7 below for each individual line you wish to add to the Shared Voicemail box after the primary line has been initialized.

Follow the instructions below to complete the First-Time Login initialization for a Shared Voicemail box:

First Time Login User Initialization

To activate the Voicemail box, dial in to the Voicemail system and initialize the Voicemail box.

1. From the Spectrum Business™ Voice line, dial the main Spectrum Business Voice telephone number associated with the Voicemail box, the Voicemail access number, or *98. The local Voicemail access number can be found in Voice Manager.
2. Press #, if prompted, to indicate you are dialing from your Spectrum Business Voice line, or if you dialed the access number, press *5 and enter the primary Spectrum Business Voice telephone number followed by #.
3. Enter your temporary PIN (the last four digits of your Spectrum Business Voice number) for first-time login when prompted.
4. Select your language:
 - a. For English, press '1.'
 - b. For Spanish, press '2.'
5. The system will play the first-time user greeting and prompt you to establish a new PIN. This will be the PIN all users will use to access the Shared Voicemail box and complete their first time initialization. You cannot use the last four digits of your telephone number, nor will the system accept repetitive (e.g., 1111) or sequential numbers (e.g., 1234).
6. Next, the system will ask you to record your name. (Names and greetings for Shared Voicemail boxes are unique for each line, but all other options like email notification, number of rings, PIN Skip, etc. are shared.)
7. The final step is to record a greeting that callers will hear when the call is not answered. You will do this for each line. Record the greeting as prompted.

User Activation in Voice Manager

Once the Admin activates the user, an email will be sent to the user with a temporary password. The user must click on the link in the email and enter the temporary registration code in order to create a new login and password. This must be done within 72 hours or the temporary login password will be disabled.

Shared Voicemail

Within Voice Manager, the way to access your Voicemail settings will depend on whether you are logged in as an Administrator or a user.

- Administrators will log in by clicking on the Call Logs and Voicemail tile as shown in Figure 26.
- Users will log in either by clicking the Call Logs and Voicemail tab or tile.

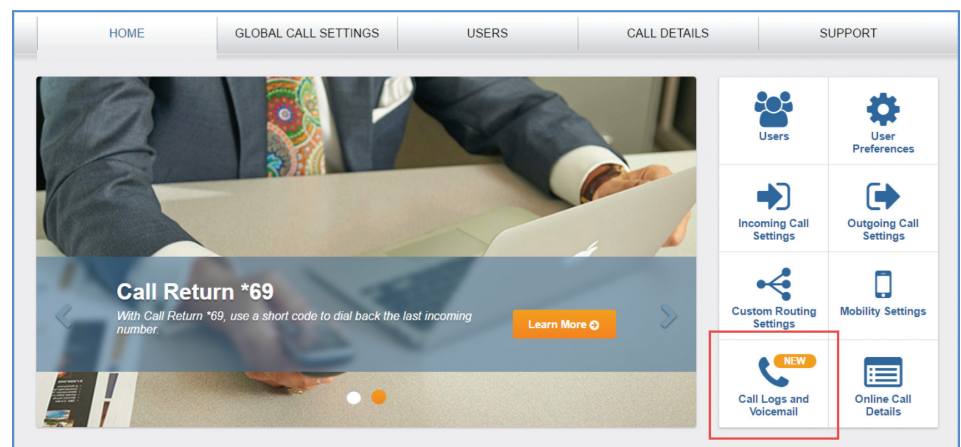


Figure 26: Call Logs and Voicemail Tile for Admins

Additional Voicemail Functionality In Voice Manager

Setting the number of rings:

- Log in to Voice Manager and click on "Call Logs and Voicemail."

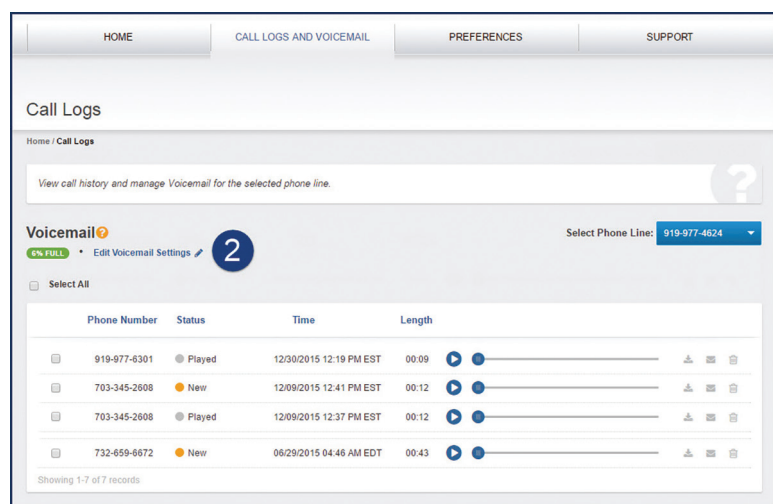


Figure 27: Edit Voicemail Settings

- Click "Edit Voicemail Settings."

Shared Voicemail



Figure 28: Number of Rings

3. Set the number of rings for a call to go to Voicemail. It can be set up for one to 10 rings.

How to Retrieve Voicemail Messages from a Shared Voicemail Box

There are several ways to retrieve your messages from a Shared Voicemail box, outlined below.

Using Spectrum Business™ Voice at the Office (Any Lines Except Business Group Members)

1. Lift the handset of any Spectrum Business phone.
2. Dial your Voicemail access number (local access number), your Spectrum Business Voice number, or ***98**. (The local Voicemail access number can be found in Voice Manager.)
3. The Voicemail system will answer with a prompt to enter the PIN for the Shared Voicemail box.
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 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 Voicemail box and press the **#** key.
5. Enter the PIN for the Shared Voicemail box followed by the **#** key.
6. The Voicemail system will tell you how many new messages there are.
7. Press the '1' key to listen to your Voicemail messages.

Online Using Voice Manager

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the "Call Logs and Voicemail" tab or tile to the right of the screen on the Home page.

NOTES

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

Shared Voicemail

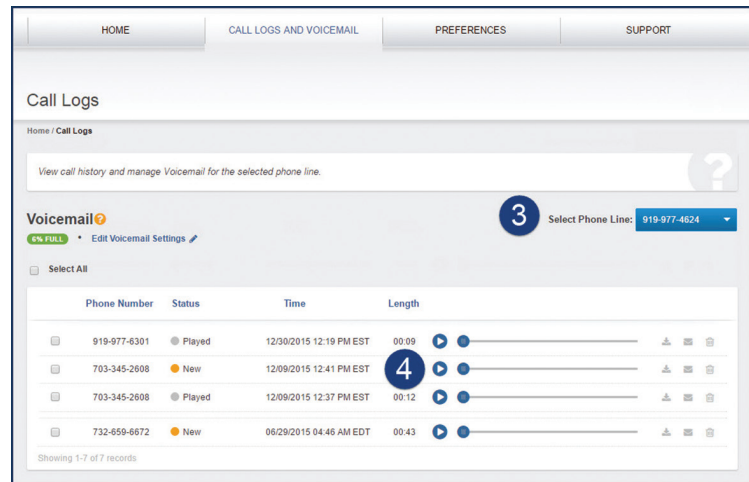


Figure 29: Listen to Voicemail Messages

3. From the drop-down menu, select the mailbox number.
4. Click the play button next to the Voicemail message you want to listen to. The message will be played using your device speakers. Voicemail messages will be played with either QuickTime or Windows Media Player. Voice Manager automatically searches for one of these applications and chooses the appropriate player. If the application does not find a player, it will prompt the user to download QuickTime, the preferred player.

Using Voice Manager Connect

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.



Figure 30: Voice Manager Connect

2. Download the Voice Manager Connect application to your computer.

Shared Voicemail

3. Sign in to Voice Manager Connect using your Voice Manager credentials.
4. Click on the Voicemail button and enter the PIN you used to set up your Spectrum Business™ Voice Voicemail.
5. Click on a Voicemail line item to view options for that message, such as Add, Delete, Listen and Call.

Via an Email Attachment

1. Sign in to Voice Manager at <https://voicemanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.
3. From the drop-down menu, select the mailbox number.
4. Click “Edit Voicemail Settings.”



Figure 31: Voicemails as Email Attachments

5. On the Voicemail Settings, check “Send Voicemail email notifications” and “Include Voicemail as an attachment.”
6. You will receive email notifications when callers leave you a Voicemail. A copy of the Voicemail will be attached to the email as a .wav file.

Managing Voicemail Messages

You can manage your Voicemail messages via phone or online using Voice Manager. 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.

Managing Voicemail Messages by Phone

At any time 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

Figure 32: Voicemail Commands by Phone

Shared Voicemail

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

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voicemail system will replay the message.

Erasing a Voicemail Message

1. 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.
2. The message will be erased.

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 through 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.

NOTES

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.

Shared Voicemail

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.

Shared Voicemail

Managing Voicemail Messages from Any Location Using Voice Manager

1. Sign in to Voice Manager at <https://voicemailmanager.timewarnercable.com>.
2. Click on the “Call Logs and Voicemail” tab or tile to the right of the screen on the Home page.

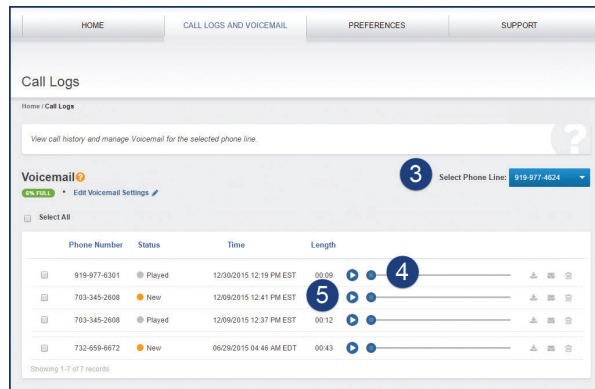


Figure 33: Managing Voicemail Messages in Voice Manager

3. From the drop-down menu, select the Voicemail box number.
4. At any time during a message playback, you can rewind or advance a message by sliding the message indicator back or forward.
5. You can pause a message by clicking the icon next to the message.

Saving a Voicemail Message

You can save important messages by clicking on the Download icon next to the message.

Replaying a Voicemail Message

You can replay a Voicemail message by clicking on the Arrow icon next to the message.

Shared Voicemail

NOTES

If you delete a message from a Shared Voicemail box, it will also be deleted for other people sharing the mailbox.

Deleting One or More Voicemail Messages

You can delete one or more messages using Voice Manager.

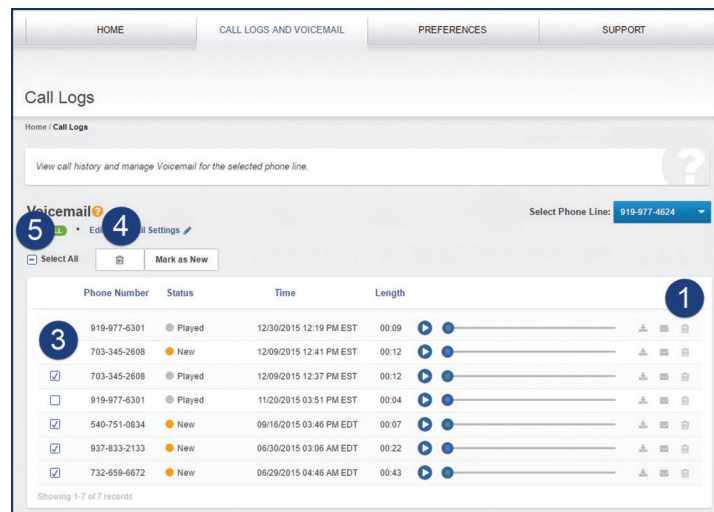


Figure 34: Deleting Voicemail Messages

1. To permanently delete one Voicemail message, click the Trash icon next to that message.
2. A confirmation message will be displayed. Click "Confirm" to delete the message. Note that messages cannot be retrieved after clicking "Confirm," even in the same session.
3. To delete multiple messages, select the checkbox next to the messages you want to delete.
4. Click the Trash icon at the top of the page. A confirmation message will be displayed. Click "Confirm" to delete the messages.
5. To delete all messages, check "Select All" at the top of the list and then click the Trash icon.

Important Shared Voicemail Notes and Helpful Hints

- Greetings for a Shared Voicemail box are unique for each line.
- All other options on the mailbox are shared (email notification, numbers of rings, PIN Skip).
- If your handsets have Message Waiting Indicators, it will light for all phones when a message is left in the mailbox.
- After a PIN reset, the PIN will be set to the last four digits of the main phone number of the Shared Voicemail box.

Setting Voicemail Greetings and Business Hours

Setting Voicemail Greetings and Business Hours

Setting Voicemail Greetings and Business Hours

The following information applies to all three types of Spectrum Business™ Voicemail boxes.

About Voicemail Greetings

There are various types of greetings which can be employed with Spectrum Business Voicemail. 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 useful options exist. One of the most useful is the After-Hours Greeting. Using this, 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 that can be recorded. All of them are accessible from the Administer Greetings menu (press ‘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, or 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.
After-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 user returns from an extended absence. Some useful applications of this greeting type include providing directions, hours, inclement weather notices and other static information which a company wishes to share with their callers.
Record Name	6	Use this option to record your name for the automated greeting.

Figure 35: Voicemail Greetings

Setting Voicemail Greetings and Business Hours

Setting Business Hours

To establish business time for the After-Hours greeting, the days/hours must be set using a phone. The steps to do this are as follows:

1. Access Voicemail by pressing ***98**, dialing the Voicemail access number or dialing the 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**.

