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***GETTING STARTED WITH  
VOICE MANAGER  
USER GUIDE***

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# Overview

This guide covers a sampling of features available through Voice Manager. It's divided into two main sections – Administrators and Users.



Sign in to Voice Manager and visit the Support page for FAQs and How-Tos on all features.

Voice Manager for Administrators	Voice Manager for Users
<b>Signing In</b>	
Find out how to sign in to Voice Manager with your administrator username and password.	Find out how to sign in to Voice Manager with your username and password.
<b>Getting to Know Voice Manager</b>	
<p>Voice Manager details:</p> <ul style="list-style-type: none"><li>• The Home page.</li><li>• The <b>Global Call Settings</b> tab, where you will enable and disable features for your phone lines.</li><li>• The <b>Call Details</b> tab, where you can see an overview of your call history as well as call plans assigned to your lines and call usage reports.</li><li>• The <b>Support</b> tab, where you can find a plethora of content to help you learn about Voice Manager's features and functionality.</li></ul>	<p>Voice Manager details:</p> <ul style="list-style-type: none"><li>• The Home page.</li><li>• The <b>Call Logs and Voicemail</b> tab, where you can view your recent call history and manage Voicemail (if applicable).</li><li>• The <b>Preferences</b> tab, where you can turn features on or off and configure settings for your phone lines.</li><li>• The <b>Support</b> tab, where you can find a plethora of content to help you customize Voice Manager's features.</li></ul>
<b>Configuring Voice Manager</b>	
Administrators can edit settings for all phone lines. Find out which features are managed via Voice Manager.	Find out how users can edit the settings of for their phone lines, Voicemail and other Voice features.

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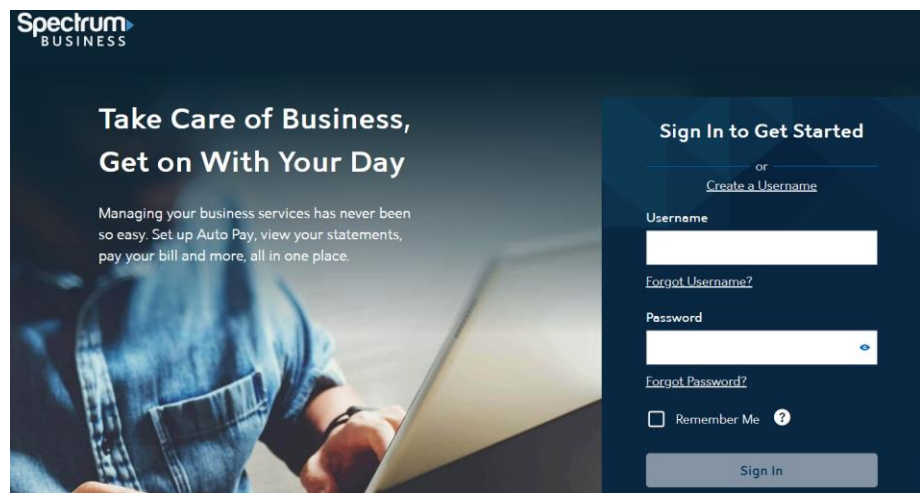
# Administrators

## Signing in as an Administrator

When you sign in to Voice Manager as an administrator, you have many more options than those signing in with user credentials.

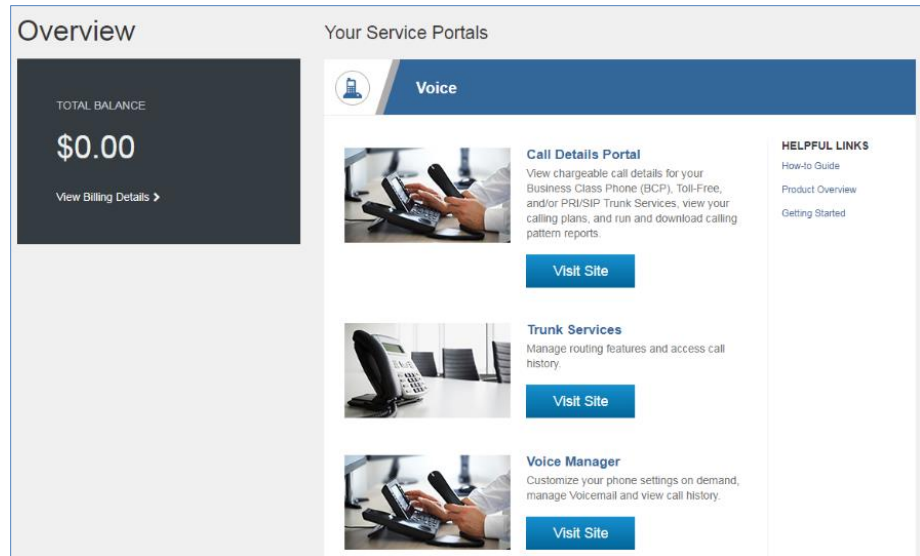
► **To sign in to Voice Manager as an administrator**

1. Navigate to <https://www.spectrumbusiness.net/login>.



**Figure 1** Sign-In Page

2. Enter your administrator **Username** and **Password**.
3. Select **Sign In**. The Overview page opens.



**Figure 2** Overview Page

4. In the **Voice Manager** section, select **Visit Site**. The Voice Manager Home page opens.

## Getting to Know Voice Manager

### Home Page Overview

When you sign in to Voice Manager, the Home page for administrators opens. The Home page provides a summary of your Spectrum Business Voice account and is designed to put information at your fingertips to help you quickly navigate the site.



**Figure 3** Voice Manager Administrator Home Page

- You can use the **Profile** link to edit your name and username, change your password and edit your security questions.
- The **My Portals** menu provides convenient access to other portals, such as My Account (and Trunk Services, if your account is subscribed).
- You can select the orange arrow button to view your account information.
- Quickly access popular areas of the site using the icons on the right, or use the tabs:
  - The **Global Call Settings** tab enables you to modify features and settings related to your phone lines.
  - The **Call Details** tab presents your usage and charges.
  - The **Support** tab provides FAQs, How-Tos, Videos, User Guides and contact information for Spectrum Business Voice Customer Support.

- If you have Account Codes set up, they are listed for reference on your Home page.



Account Codes are available to customers who connected prior to 2017.

- Learn more about Voice Manager's features in the main section of the Home page, which focuses on a select group of features each month. Need to know more? View the FAQs and How-Tos on the **Support** tab for detailed information.
- To quickly enable or disable specific features from your phone, you can use Star Codes, which are detailed in the **Star Code Guide**. You can expand the section for quick reference online or print the guide to use as a desk reference.

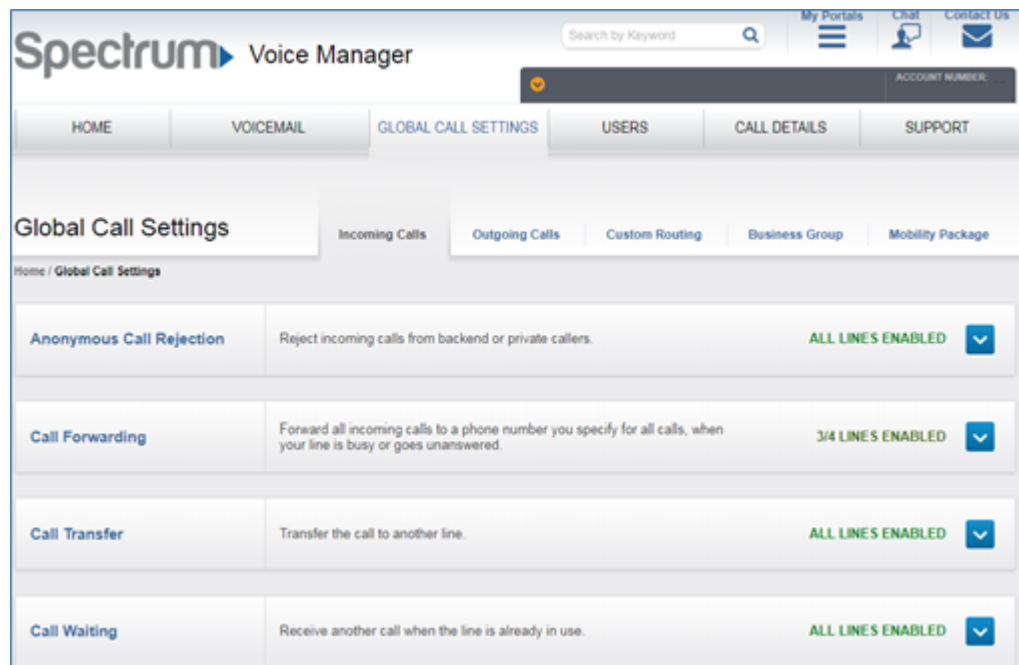


**New** is displayed on the **Call Logs and Voicemail** tab on the Home page when you have a new Voicemail available.

## Global Call Settings

Voice Manager Administrators use the **Global Call Settings** tab to enable and disable features related to their Spectrum Business Voice service. Manage all your lines — or set up each phone line separately — by editing global call settings.

Once enabled by an administrator, some features (Anonymous Call Rejection, for example) need to be turned on and possibly configured by a phone line's user before they become active. Other features, once they are enabled by the administrator, are active with no further action required by the user. For a complete list of features and what activation is required by administrator and users, see the [Appendix](#).



**Figure 4** Global Call Settings Tab

- The **Global Call Settings** tab groups features according to:

- Incoming Calls.
- Outgoing Calls.
- Custom Routing.
- Business Group.
- Mobility.

Select one of these tabs to view and edit associated features.

- A brief overview of the feature is displayed, along with the enable/disable status for each phone line.
- To enable or disable a feature on a specific phone line, expand the feature by selecting its drop-down arrow. This view provides more information about the feature and enables you to select specific phone lines (or all phone lines) on which the feature should be enabled or disabled.

## Call Details

The **Call Details** tab enables you to access your call history. There you can view information about each call, including call type (Local, Long Distance, etc.), duration and cost.

## Support

The **Support** tab provides several options to help you make the most of your Voice Manager features:

- Introductory videos.
- FAQs.
- How-Tos.
- User Guides.
- Customer Support contacts via chat, email or phone.

## Configuring Voice Manager

On the **Global Call Settings** tab, administrators can configure many Voice features, such as Call Waiting, Call Forwarding and Speed Dial.

Administrators can enable, disable and configure these features so that individual users and phone lines have the necessary features. Features are grouped by:

- Incoming Calls.
- Outgoing Calls.
- Custom Routing.
- Business Group.
- Mobility.

Select one of the above tabs to view and edit associated features.

Start by reviewing the features displayed as available on your account. If you plan to use hunting on your Spectrum Business Voice lines, we suggest you set up that feature (on the **Custom Routing** tab) first so your services are in place as quickly as possible. Following are some highlights from each feature group.

### Incoming Calls

Features on the **Incoming Calls** tab enable you to specify how phones handle incoming calls.

#### Call Waiting Example

Call Forwarding your line is busy or goes unanswered. ALL LINES ENABLED

Call Transfer Transfer the call to another line. ALL LINES ENABLED

Call Waiting 2/4 LINES ENABLED

**Call Waiting** ENABLED

Call Waiting allows you to provide the option for Users to receive another call and place one call on hold while their phone is already in use. To turn on Call Waiting for any or all numbers, select applicable phone line(s) below, then **SAVE**.

**ENABLE FOR**

☐ All Lines

☒ 830-448-5250 ☒ 830-448-5251 ☐ 830-448-5252 ☒ 830-448-5253


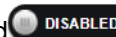

Cancel **SAVE**

**Figure 5** Call Waiting

► **To configure Call Waiting**

1. On the **Global Settings** tab, select Incoming Calls.
2. Select the drop-down arrow for **Call Waiting**. The expanded view of Call

Waiting provides additional details on the feature and instructions for how to edit the settings for specific phone lines.

- If Call Waiting is enabled  , you can disable the feature for all phone lines by selecting the left end of the button so that **Disabled** is displayed.
  - If Call Waiting is disabled  , you can enable the feature for all phone lines by selecting the right end of the button so that **Enabled** is displayed.
  - With the feature enabled  , you can limit the feature to specific lines by selecting the check box for the phone lines that should have Call Waiting. The feature is disabled for unselected phone lines.
3. When you're done making changes, select **save**.



Users must then turn Call Waiting on and configure its settings on the **Preferences** tab.

## Outgoing Calls

Features on the **Outgoing Calls** tab enable you to specify how your phones handle outgoing calls.

### Custom Caller ID Example

Custom Caller ID enables the administrator to specify which phone number is displayed for the outbound Caller ID for each line.

**Global Call Settings**

Home / Global Call Settings

**Call Logs** Review the most recent received, missed and dialed calls for a particular line. **ALL LINES ENABLED**

**Call Return \*69** Call the last incoming number using a short code. **3/4 LINES ENABLED**

**Custom Caller ID** **ALL LINES DISABLED**

**Custom Caller ID** **DISABLED**

Custom Caller ID provides the Administrator the ability to determine which phone number will be displayed for outbound Caller ID. The Administrator can select any number at the account location to be displayed as the Caller ID number. When a call is made from this phone line, call recipients will see the designated display number in their Caller ID window. To turn on Custom Caller ID for any or all numbers, select appropriate phone line(s) below and identify the target number that should be displayed for each line, then **SAVE**.

On/Off	Phone Line	Phone Line to Display
<input type="checkbox"/> On	830-448-5250	830-448-5250
<input type="checkbox"/> On	830-448-5251	830-448-5251
<input type="checkbox"/> On	830-448-5252	830-448-5252
<input type="checkbox"/> On	830-448-5253	830-448-5253

Cancel **SAVE**

**Figure 6** Custom Caller ID

► **To enable Customer Caller ID**

- On the **Global Call Settings** tab, select **Outgoing Calls**.
- Select the drop-down arrow for **Custom Caller ID**. You can:
  - If Custom Caller ID is enabled **ENABLED**, you can disable the feature for all phone lines by selecting the left end of the button so that **Disabled** is displayed.
  - If Custom Caller ID is disabled **DISABLED**, you can enable the feature for all phone lines by selecting the right end of the button so that **Enabled** is displayed.
- To enable Custom Caller ID for a specific phone number:
  - Make sure Customer Caller ID is enabled **ENABLED**.
  - For the phone line you want apply the feature to, select **on**.
  - Select the number you want to display from the **Phone Line to Display** drop-down list.



Any of your phone numbers can be displayed as the Custom Caller ID number.

- When you're done making changes, select **save**.

## Custom Routing

Custom Routing options enable you to specify when and how your calls are routed. These options include Call Scheduler and Hunt Groups.

### Auto Attendant Example

Auto Attendant answers your phone automatically and plays a customized menu for your callers.

**Auto Attendant Alternate For (830-448-5251)**
ENABLED

Auto Attendant answers your Business Class Phone automatically and plays a customized menu for your callers. Callers may be directed to a specific extension, hear information about your business, dial by name or number or be directed to a Voicemail box.

[Click here](#) to read more about setting up Auto Attendant.

---

Turn on Auto Attendant: ☐ Always ☒ Only at specific times

From  To  ☒ Sun ☐ Mon ☐ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

Rings Before Answer:

First, set up your **Name Directory** to assign a name to each phone line you want accessible via the Auto Attendant. Then, establish your **Menu Tree** to allow incoming callers to dial by name, dial by extension or transfer to a phone line or Voicemail box. Include any line you want to be reachable by the Auto Attendant. Possible exclusions include fax lines, alarm lines, or Point of Sale lines.

**MENU TREE**

Menu Option	Action
Press 0	Transfer to Phone Number <input type="text" value="830-448-5250"/>
Press 1	Dial by Name Directory <a href="#">Edit</a>
Press 2	Dial by Extension
Press 3	Transfer to Mailbox <input type="text" value="830-448-5253"/>
Press 4	Transfer to Current Mailbox
Press 5	Transfer to Phone Number <input type="text" value="830-448-5252"/>
Press 6	No Action
Press 7	Dial by Extension
Press 8	Transfer to Phone Number <input type="text" value="830-448-5250"/>
Press 9	No Action

**NAME DIRECTORY** [Edit](#)

Phone Line	Name
830-448-5252	Terence Jackson
830-448-5253	T J

[Cancel](#)
[SAVE](#)

**Figure 7** Auto Attendant

#### ► To set up Auto Attendant


- On the **Global Settings** tab, select **Custom Routing**.

2. For **Auto Attendant**, select the drop-down arrow.
  - Auto Attendant can be enabled or disabled and set to always answer calls, or only at specified times you customize.
  - You can define the number of rings allowed before Auto Attendant answers the call.
  - Select **Edit** for **Name Directory** to create your directory of names and phone numbers. You can then enable incoming callers to:
    - Dial by name.
    - Dial by extension.
    - Transfer to a phone line or Voicemail box based on the members you set up in the list.
  - You can customize your Menu Tree, which defines how the caller navigates your phone system via their keypad. Select the action you want the application to take when a caller presses the corresponding number. The choices are:
    - Transfer to Phone Number (select a phone line from the drop-down list).
    - Dial by Name Directory.
    - Dial by Extension.
    - Transfer to Mailbox (select a mailbox from the drop-down list).
    - Transfer to Current Mailbox.
3. When you're done making changes, select **save**.
4. After configuring Auto Attendant in Voice Manager, record your customized menu greeting callers hear (unless you prefer to have the default message play). See the following instructions for recording the greeting from your Spectrum Business Voice phone.



Settings for Auto Attendant apply to all phone lines. Users don't have to configure anything on the **Preferences** tab.

► **To record the Auto Attendant greeting from your phone**

1. Using the line that you associated with the Auto Attendant in the previous set of instructions, call the Spectrum Business Voice telephone number.
2. Follow the prompts to set up the Auto Attendant application.
  -  Many people find it helpful to write down what they want callers to hear for each option before they record (e.g., "Thank you for calling the Pediatric Office. If you know your party's extension, press 1. If you would like to search for your party by last name, press 2.")
3. After setting up the default greeting, you are prompted to set up the remaining

greetings. You always have the ability to rerecord.

4. Keep a record of what you set up using Voice Manager.



For any lines to which Auto Attendant directs calls, be sure that a greeting and name are recorded for the associated Voicemail box. You can do this yourself or simply ensure that the user of each line has done so. Callers then hear the user's voice when selecting a line from the main menu.


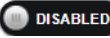

## Business Group

Features on the **Business Group** tab enable sharing of incoming calls among a group of Spectrum Business Voice lines as well as provide 4-digit dialing between the members of the group. (Business Group is an optional feature.)

### Call Park and Retrieve Example

**Figure 8** Call Park And Retrieve

#### ► To set up Call Park and Retrieve

1. On the **Global Settings** tab, select **Business Group**.
2. Then select the **Call Park and Retrieve** drop-down arrow to expand and edit the feature.
3. The expanded view of Call Park and Retrieve provides additional details on the feature and instructions for how to edit the settings for specific phone lines. You can:
  - If Call Park and Retrieve is enabled , you can disable the feature for all phone lines by selecting the left end of the button so that **Disabled** is displayed.
  - If Call Park and Retrieve is disabled , you can enable the feature for all phone lines by selecting the right end of the button so that **Enabled** is displayed.
  - With the feature enabled , you can limit the feature to specific lines by selecting the check box for the phone lines that should have Call Park and Retrieve. The feature is disabled for unselected phone lines.

- When you're done making changes, select **save**.

## Mobility

Features on the **Mobility** tab enable you to configure settings that provide flexibility in location when taking and placing calls. (Mobility is an optional feature.)

### Simultaneous Ring Example

**Simultaneous Ring** ALL LINES DISABLED




As part of the Mobility Package, Simultaneous Ring allows you to assign multiple phone numbers to ring simultaneously when calls are received. From within their individual accounts, users may set additional parameters to control this feature. To enable Simultaneous Ring for any or all phone lines, click the Enable checkbox, then SAVE. To configure and turn the feature on, click Configure.

PHONE LINES	<input type="checkbox"/> Enable All	Configurations	Activate
830-448-5250	<input type="checkbox"/> ENABLE	None	Configure ▾
830-448-5251	<input type="checkbox"/> ENABLE	None	Configure ▾
830-448-5252	<input type="checkbox"/> ENABLE	None	Configure ▾
830-448-5253	<input type="checkbox"/> ENABLE	None	Configure ▾

Cancel **SAVE**

**Figure 9** Simultaneous Ring

### To configure Simultaneous Ring

- On the **Global Settings** tab, select **Mobility Package**.
- For **Simultaneous Ring**, select the drop-down arrow.
- The expanded view of Simultaneous Ring provides additional details on the feature and instructions for how to edit the settings for specific phone lines. You can:
  - If Simultaneous Ring is enabled , you can disable the feature for all phone lines by selecting the left end of the button so that **Disabled** is displayed.
  - If Simultaneous Ring is disabled , you can enable the feature for all phone lines by selecting the right end of the button so that **Enabled** is displayed.
  - With the feature enabled , you can limit the feature to specific lines by selecting the check box for the phone lines that should have Simultaneous Ring. The feature is disabled for unselected phone lines.
- When you're done making changes, select **Save**.



Once Simultaneous Ring is enabled by the administrator, the user must then turn the feature on and configure its settings on the **Preferences** tab.

## Call Details

As a Spectrum Business Voice customer, you have several ways to view information about your calling plans and calls made using the **Call Details** tab in Voice Manager.

When you're signed in as an administrator, you can:

- Review calling history, including printing copies and saving to a file on your computer.
- Run call history reports highlighting calling patterns.
- Review information to help you understand and manage your costs.
- View the calling plans assigned to your organization.

It's very efficient to perform these tasks in Voice Manager, but if you encounter difficulties you can contact Spectrum Business Voice via chat, email or phone with a service request.



Your call history reports only show chargeable calls (calls for which you are normally charged a per minute usage rate). These include outbound long distance calls, both domestic and international, as well as operator-assisted and directory-assistance calls.

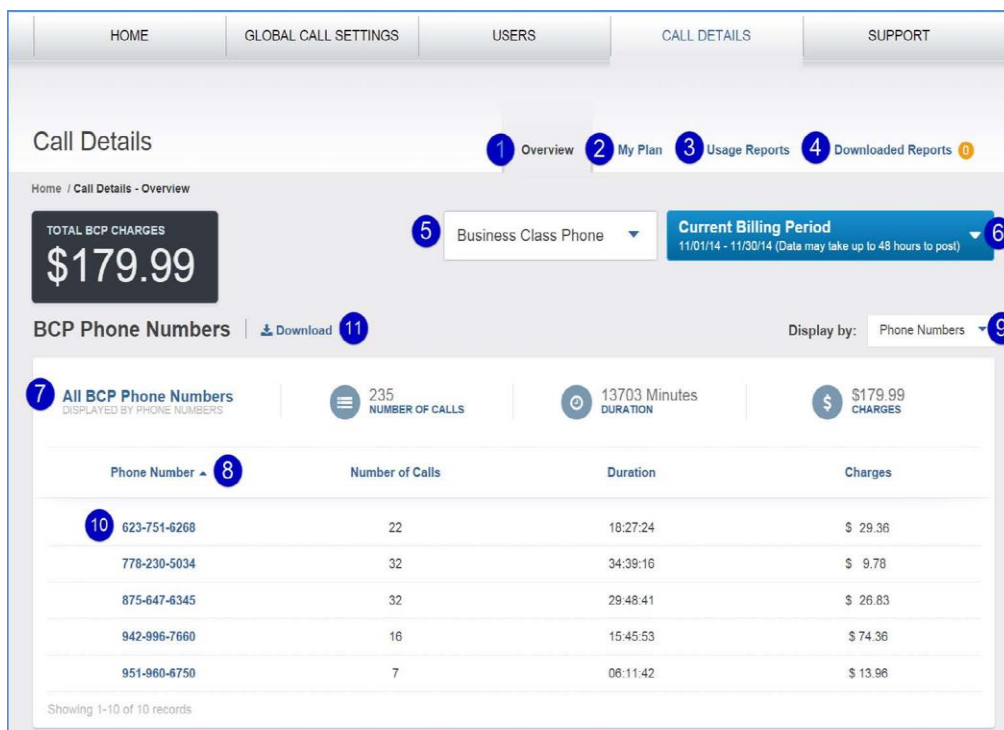
Outbound long distance calls that are covered by a Trunk Minutes of Use package are shown, but with a \$0.00 charge.

If you have the Custom Caller ID feature enabled on a Spectrum Business Voice phone line, the Call From value in applicable usage reports shows the phone line from which the call was placed versus the Custom Caller ID value.

### The Call Details Overview Tab

When you select **Call Details**, the **Overview** tab is displayed. The **Overview** tab presents a summary of all calls for the current billing period.

The information is available for online viewing, download and printing. Please allow up to 48 hours after a telephone number is activated or changed for the call usage details to be available.



**Figure 10** Call DetailsOverview Tab

When you select the **Call Details** tab, a new set of sub-tabs is displayed:

1. **Overview Tab:** This provides Call Summary and Call Details about your phone calls. If you have Spectrum Business Voice Toll-Free service or PRI/SIP Trunks service, these calls are included here.
2. **My Plan Tab:** Here you can review the calling plans that are assigned to your account.
3. **Usage Reports Tab:** On this tab you can generate customized reports such as Top 10 Highest Calls or Time of Day Usage Summary.
4. **Downloaded Reports Tab:** Any reports you have downloaded previously can be found here for seven days. An indicator displays how many reports are available on this tab.
5. If you have more than one service (Spectrum Business Voice, Trunk Service, Toll-Free Service), you will see a drop-down menu where you can select the service you want to view.
6. The current billing period is displayed by default, which shows unbilled charges. You can select this drop-down to see up to four months of historical billing data.
7. To see more information about a service, select the service name at the top of each section. This takes you to the **Call Summary** tab.
8. You can sort the columns by selecting each column header.

9. You can sort the data displayed by **Phone Number**, **Call Type** or **Account Code** using the drop-down menus.



Account Codes are available to customers who connected prior to 2017.

10. The information displayed include the number of calls, duration and charges for each service type. By selecting a phone number you can view more information about its calls.

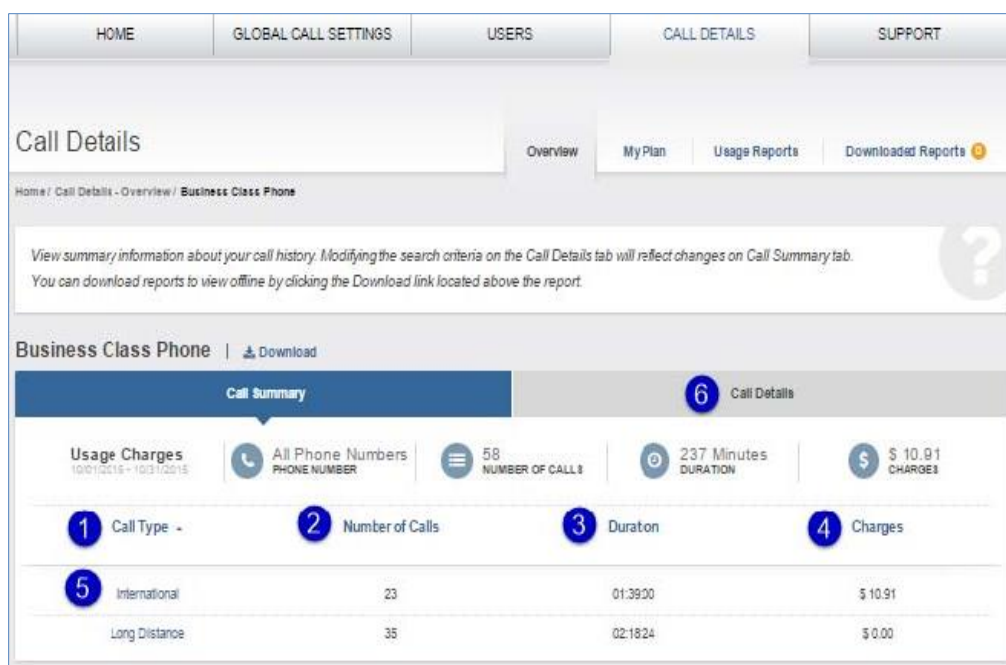
11. Select **Download** to save a copy of the report.

### The Call Summary Tab

There are a number of ways to access the **Call Summary** tab to see more information about your calls.

1. Select any of the primary headers across the top of the table (service type, number of calls, duration, or charges).
2. Select a specific phone number (if you have the data displayed by phone number).
3. Select a specific call type (if you have the data displayed by call type).

By default, the information on the **Call Summary** is displayed, but you can view more detailed information by selecting the **Call Details** tab.



**Figure 11** Call Summary Tab


You can sort the columns by selecting the arrow next to each column header. For Spectrum Business Voice, the columns provide information about:

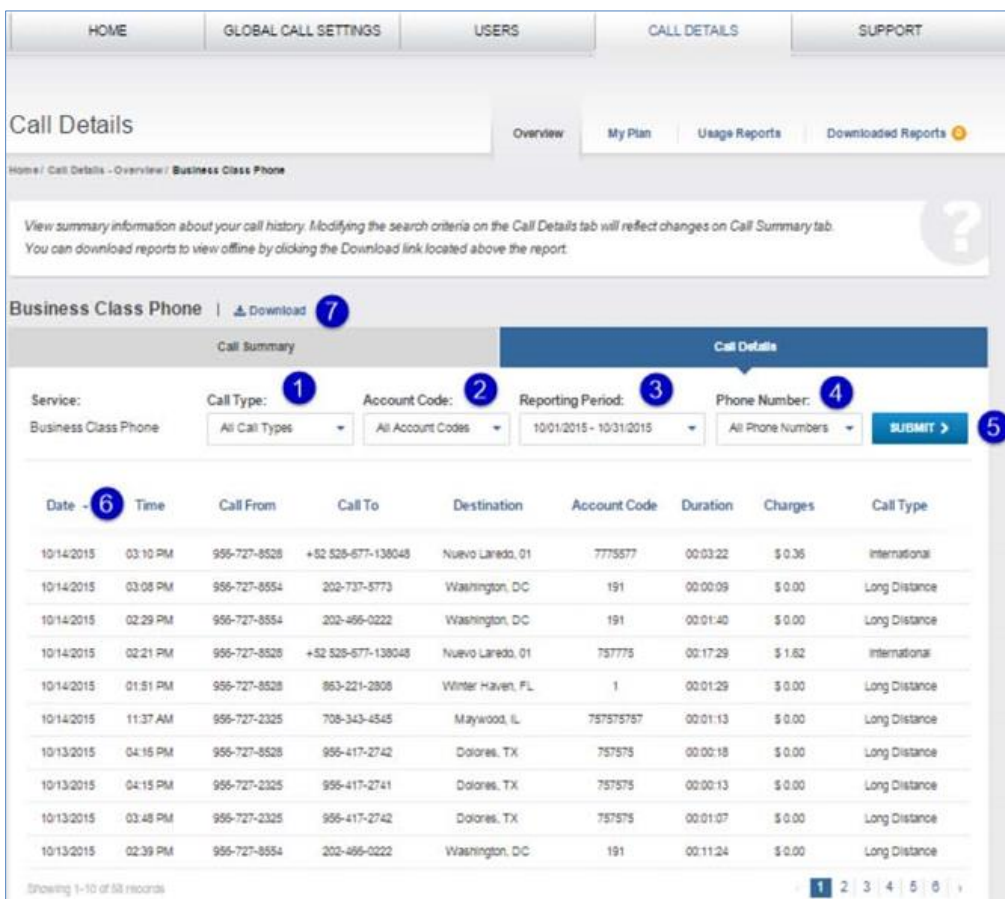
1. **Call Type:** Local, Long Distance, International, Directory Assistance, Operator Assistance.

2. **Number of Calls** by Call Type.
3. **Duration** by Call Type.
4. **Charges** by Call Type.
5. Applicable call types for the billing period, which you can select for more information.
6. Select the **Call Details** tab to view the detailed information for this period.

### The Call Details Tab

On the **Call Details** tab, you can view more information and download more detailed reports. The **Call Details** tab displays information such as the date and time of the call, the originating and receiving phone number, the destination location, any Account Code entered, the duration, charge and call type. The actual information displayed depends on the service being viewed.

 Account Codes are available to customers who connected prior to 2017.



Date	Time	Call From	Call To	Destination	Account Code	Duration	Charges	Call Type
10/14/2015	03:10 PM	955-727-8528	+52 525-677-138048	Nuevo Laredo, 01	7775577	00:03:22	\$ 0.36	International
10/14/2015	03:08 PM	955-727-8554	202-737-5773	Washington, DC	191	00:00:09	\$ 0.00	Long Distance
10/14/2015	02:29 PM	955-727-8554	202-466-0222	Washington, DC	191	00:01:40	\$ 0.00	Long Distance
10/14/2015	02:21 PM	955-727-8528	+52 525-677-138048	Nuevo Laredo, 01	757775	00:17:29	\$ 1.62	International
10/14/2015	01:51 PM	955-727-8528	863-221-2808	Winter Haven, FL	1	00:01:29	\$ 0.00	Long Distance
10/14/2015	11:37 AM	955-727-2325	705-343-4545	Maywood, IL	757575757	00:01:13	\$ 0.00	Long Distance
10/13/2015	04:15 PM	955-727-8528	955-417-2742	Dolores, TX	757575	00:02:18	\$ 0.00	Long Distance
10/13/2015	04:15 PM	955-727-2325	955-417-2741	Dolores, TX	757575	00:00:13	\$ 0.00	Long Distance
10/13/2015	03:48 PM	955-727-2325	955-417-2742	Dolores, TX	757575	00:01:07	\$ 0.00	Long Distance
10/13/2015	02:39 PM	955-727-8554	202-466-0222	Washington, DC	191	00:11:24	\$ 0.00	Long Distance

**Figure 12** Call Details Tab

You can filter the Call Details report by making selections from the drop-down menus.

1. **Call Type:** Local, Long Distance, International, Directory Assistance, Operator Assistance, or Show All Call Types.

2. **Account Code**, if provisioned on your account. Account Codes are available to subscribers who connected prior to 2017.
3. **Reporting Period**.
4. **Phone Number**.
5. When you have made your selections, select **Submit**.
6. You can also sort the data based on the column titles. A small arrow is displayed next to the column currently being sorted to indicate the sort preference. To sort a different column, simply select the name of the column.
7. Select **Download** to save a copy of the report.



If you select a report to download that contains more than 2,000 records, you are prompted to confirm the download. The report will be available on the **Downloaded Reports** tab.

### Phone Number Call Summary

If you selected on a phone number on the Call Details **Overview** tab, you are presented with more detailed information about the calls associated with that number. See the **Call Summary** tab to learn more about this format.

OVERVIEW

MY PLAN

USAGE REPORTS

DOWNLOADED REPORTS

Overview

Home / Overview / Business Class Phone


View summary information about your call history. Modifying the search criteria on the Call Details tab will reflect changes on Call Summary tab.  
You can download reports to view offline by clicking the Download link located above the report.


Business Class Phone | [Download](#)


Call Summary


Call Details

Billing Period  
05/01/2015 - 05/31/2015

 202-528-6994  
PHONE NUMBER

 34  
NUMBER OF CALLS

 2034 Minutes  
DURATION

 \$ 188.07  
CHARGES

Call Type ^	Number of Calls	Duration	Charges
Directory Assistance	6	07:17:38	\$ 33.83
International	5	03:45:46	\$ 56.44
Local	5	04:56:23	\$ 0.00
Long Distance	10	09:23:12	\$ 56.32
Operator Assistance	8	08:31:29	\$ 41.48

**Figure 13** Phone Number Call Summary

### Call Details by Phone Number and Call Type

If you select a **Call Type** on the **Call Summary** tab, you are presented with details for the calls associated with that phone number and call type. See the **Call Details** tab to learn more about this format.

The screenshot shows the 'Call Details' page with the 'Overview' tab selected. Below the navigation tabs, there's a breadcrumb trail: 'Home / Call Details - Overview / Business Class Phone'. A message box states: 'View summary information about your call history. Modifying the search criteria on the Call Details tab will reflect changes on Call Summary tab. You can download reports to view offline by clicking the Download link located above the report.' Below this, there's a 'Business Class Phone' section with a 'Download' link. The main content area has two tabs: 'Call Summary' and 'Call Details' (selected). Under 'Call Details', there are filters for Service (Business Class Phone), Call Type (Long Distance), Account Code (All Account Codes), Reporting Period (10/01/2015 - 10/31/2015), and Phone Number (955-727-2325). A 'SUBMIT' button is to the right. Below the filters is a table of call records.

Date	Time	Call From	Call To	Destination	Account Code	Duration	Charges	Call Type
10/14/2015	11:37 AM	955-727-2325	708-343-4545	Maywood, IL	757575757	00:01:13	\$ 0.00	Long Distance
10/13/2015	04:15 PM	955-727-2325	955-417-2741	Dolores, TX	757575	00:00:13	\$ 0.00	Long Distance
10/12/2015	07:02 PM	955-727-2325	955-417-2741	Dolores, TX	757575	00:00:55	\$ 0.10	Long Distance
10/12/2015	06:59 PM	955-727-2325	955-417-2742	Dolores, TX	575757575	00:01:22	\$ 0.20	Long Distance
10/12/2015	06:09 PM	955-727-2325	781-261-9700	Rockland, MA	757575	00:00:52	\$ 0.28	Long Distance
10/12/2015	02:04 PM	955-727-2325	955-417-2742	Dolores, TX	1	00:02:25	\$ 0.00	Long Distance
10/12/2015	02:01 PM	955-727-2325	781-261-9700	Rockland, MA		00:01:05	\$ 0.56	Long Distance

Showing 1-10 of 26 records

**Figure 14** Call Details by Phone Number and Call Type

## The My Plan Tab

You can review the plans assigned to your account by selecting the **My Plan** tab.

The screenshot shows the 'My Plan' tab selected. Below the navigation tabs, there's a breadcrumb trail: 'Home / Call Details / My Plan'. A message box states: 'View phone number and calling plan details. Click the Download link below to download the report.' Below this, there's a 'My Plan' section with a 'Download' link. The main content area has a 'Display by:' dropdown set to 'Business Class Phone'. Below this is a table of plans.

Plan	Phone Number	Service	Status	Date Connected	Date Disconnected
1 Unlimited Local & LD	2 955-727-2325	3 Business Class Phone	4 ACTIVE	5 9/14/2010	6 -
Unlimited Local & LD	955-727-5546	Business Class Phone	ACTIVE	9/14/2010	-
Unlimited Local & LD	955-727-8528	Business Class Phone	ACTIVE	9/14/2010	-
Unlimited Local & LD	955-727-8549	Business Class Phone	ACTIVE	9/14/2010	-
Unlimited Local & LD	955-727-8554	Business Class Phone	ACTIVE	9/14/2010	-

Showing 1-5 of 5 records

**Figure 15** My Plan Tab

Here you can view the following information:

1. The calling plan associated with each service. The default view displays plans for all services. You can view plans by service type by selecting the drop-down menu at the top right of the report. Depending on the services provided by Spectrum Business Voice, your options are to view by All Services, Spectrum Business Voice, Trunk Service and Toll-Free Service.
2. The phone number associated with the plan.
3. The service associated with the plan.
4. The status of the plan (Active or Disconnected).
5. The date the plan was connected.
6. The date the plan was or will be disconnected unless it is renewed.



Disconnected plans remain in the system for 6 months.

## The Usage Reports Tab

Usage reports give you a fast way to understand your business's chargeable calling activity by using call history information to answer questions such as "When does my business make the most calls?"

Report Availability by Service			
Report Title	Spectrum Business Voice	PRI/SIP Trunk Service	Toll-Free Service
Call Duration	✓	✓	✓
Top 10 Longest Duration Calls Report	✓	✓	✓
Top 10 Highest Cost Calls Report	✓	✓	✓
Time of Day Usage Summary Report	✓	✓	✓
Day of Week Usage Summary Report	✓	✓	✓
Trunk Overflow Day of Week Call Summary		✓	
Alternate Routing Day of Week Call Summary		✓	




The Trunk Overflow Day of Week Call Summary Report is only available to PRI/SIP Trunk service customers who subscribe to the optional Trunk Overflow feature.

Usage reports can be accessed by selecting the **Usage Reports** tab from **Call Details**. The **Usage Reports** tab displays a series of drop-down menus to guide you through selection of the parameters for the report.

**Figure 16** Usage Reports Tab

► **To generate a usage report**

1. On the **Call Details** tab, select **Usage Reports**. Then select the **Service** for which you wish to generate the report. Depending on your subscribed services, your options are:
  - Spectrum Business Voice.
  - Trunk Service.
  - Toll-Free Service.
2. Select the **Report Type**. For all three services your options are:
  - Call Duration.
  - Top 10 Longest Duration Calls Report.
  - Top 10 Highest Cost Calls Report.
  - Time of Day Usage Summary Report.
  - Day of Week Usage Summary Report.
  -  Trunk Service customers can view the following report options:
    - Trunk Overflow Day of Week Call Summary Report.
    - Alternate Routing Day of Week Call Summary.
3. Select the **Reporting Period** for the report.

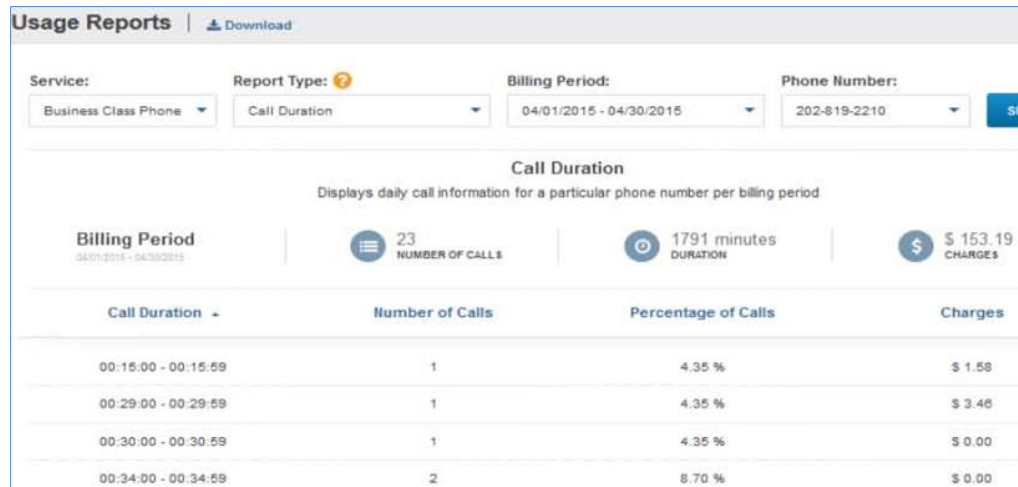
4. Select the **Phone Number** for the report, or leave the default set to return data for all phone numbers.
5. Select **Submit**.

The results of any report can be sorted by selecting the column headers.

Report Title	Description
Call Duration	Displays daily call information for a particular phone number per reporting period
Top 10 Longest Duration Calls	Displays all calls with the top 10 longest duration calls across the reporting period
Top 10 Highest Cost Calls	Displays all calls with the top 10 highest cost across the reporting period
Time of Day Call Summary	Displays a summary of call volume activity for each hour in which there was activity during the selected day and reporting period. Select + to expand and show all times of day, including those with no calls.
Day of Week Call Summary	Displays a summary of call volume activity for each day across the reporting period

### Call Duration Report

This report provides the total duration for all calls for the specified criteria. It also itemizes the number of calls by their duration, the number and percentage of calls falling into each duration period and their cost.



**Figure 17** Call Duration Report

### Top 10 Longest Duration Calls Report

This report displays the top 10 longest duration calls for a particular service (Spectrum Business Voice, Trunk Lead Numbers or Toll-Free Service) per reporting period.



Charges shown online are exclusive of taxes, surcharges and fees.

Usage Reports | [Download](#)

Service:  
Business Class Phone

Report Type: ?  
Top 10 Longest Duration Calls

Billing Period:  
05/01/2015 - 05/31/2015

Phone Number:  
202-819-2210

SUBMIT >

Top 10 Longest Duration Calls

Displays top 10 longest duration calls for a particular phone number per billing period

Date	Time	Call From	Call To	Destination	Account Code	Duration	Charges
05/04/2015	11:05 AM	202-819-2210	839-665-3466	Little Rock, AR	9074	01:44:05	\$ 7.19
05/14/2015	05:19 PM	202-819-2210	950-732-9048	Harrisburg, PA	8462	01:32:52	\$ 9.29
05/04/2015	11:38 PM	202-819-2210	914-429-7091	Lansing, MI	5672	01:06:07	\$ 6.61
05/17/2015	10:26 AM	202-819-2210	532-630-6354	Concord, NH	2810	01:02:36	\$ 15.65
05/09/2015	01:56 PM	202-819-2210	490-924-8896	Montpelier, VT	2036	00:58:40	\$ 5.87

**Figure 18** Top 10 Longest Duration Calls Report

### Top 10 Highest Cost Calls Report

This report displays the top 10 highest cost calls for a particular service (Spectrum Business Voice, Trunk Lead Numbers or Toll-Free Service) per reporting period.

Usage Reports | [Download](#)

Service:  
Business Class Phone

Report Type: ?  
Top 10 Highest Cost Calls

Billing Period:  
05/01/2015 - 05/31/2015

Phone Number:  
202-819-2210

SUBMIT >

### Top 10 Highest Cost Calls

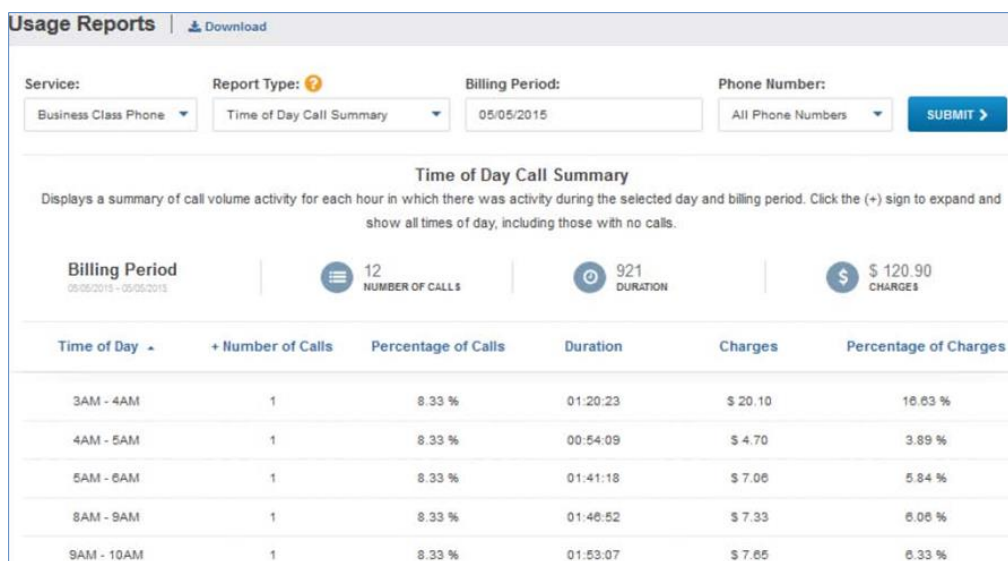
Displays top 10 highest cost calls for a particular phone number per billing period

Date	Time	Call From	Call To	Destination	Account Code	Duration	Charges
05/17/2015	10:26 AM	202-819-2210	532-630-6354	Concord, NH	2810	01:02:36	\$ 15.65
05/14/2015	05:19 PM	202-819-2210	950-732-9048	Harrisburg, PA	8462	01:32:52	\$ 9.29
05/04/2015	11:05 AM	202-819-2210	839-665-3466	Little Rock, AR	9074	01:44:05	\$ 7.19
05/04/2015	11:38 PM	202-819-2210	914-429-7091	Lansing, MI	5672	01:06:07	\$ 6.61


**Figure 19** Top 10 Highest Cost Calls Report

### Time of Day Call Summary Report

This report displays a summary of call volume activity for each hour in the selected day and billing period.

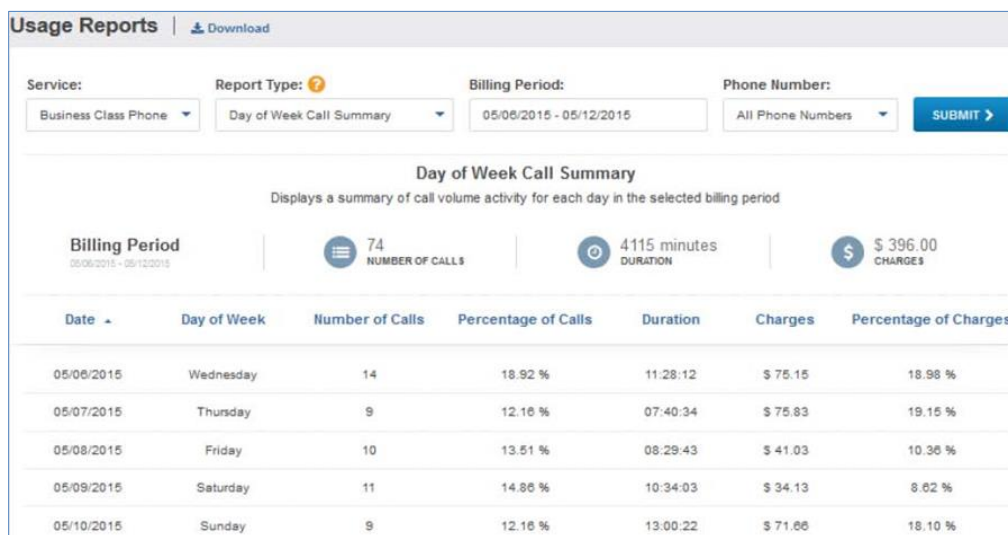


**Figure 20** Time of Day Call Summary Report

 The call data returned on the **Call Details** tab and in the Time of Day Call Summary report is in the local time based on your account's location (for example, an account located in New York City return see data in Eastern Standard Time).

### Day of Week Call Summary Report

This report displays a summary of call volume activity for each day from 00:00:00 to 23:59:59 in the selected reporting period.

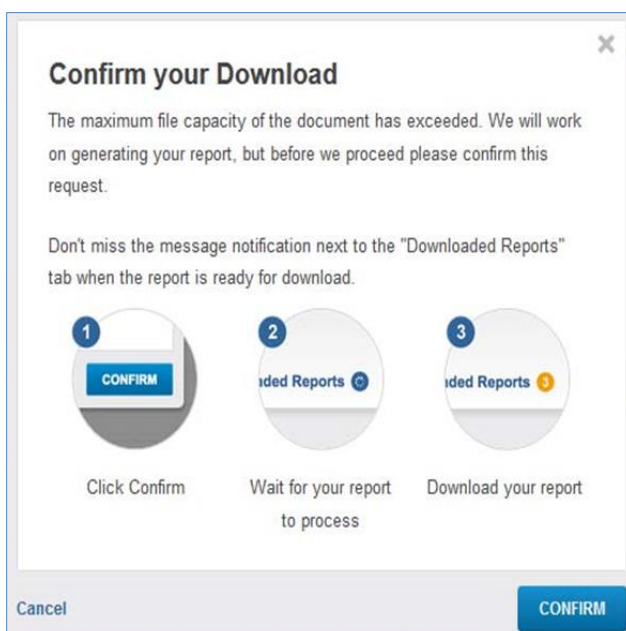


**Figure 21** Day of Week Call Summary Report

### Downloaded Reports

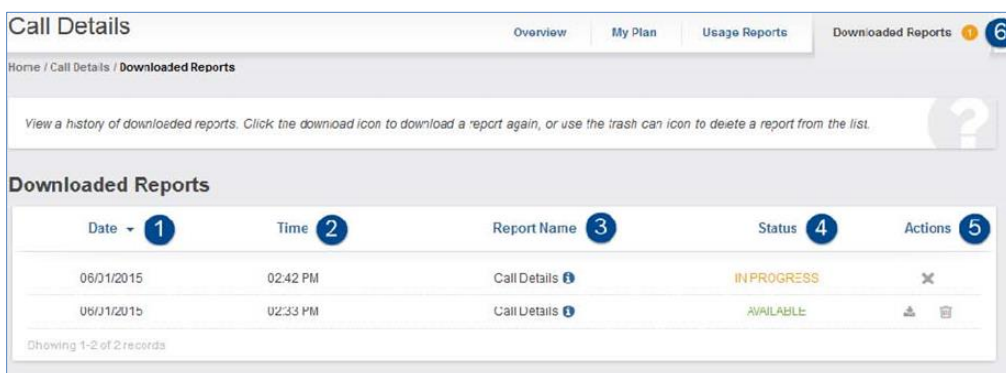
Reports you have previously downloaded are saved for seven days on the **Downloaded Reports** tab. To download a report, select **Download**. If the file can be downloaded immediately, you will see options to either save it or open it in Excel.

If the file has more than 2,000 records, a confirmation dialog box is displayed before the report is generated. Select **Confirm** to generate the report.



**Figure 22** Download Confirmation

The report will be generated and when it is complete you will be able to download it from the **Downloaded Reports** tab. You can also see the status of reports that are currently being generated.



**Figure 23** Downloaded Reports

You can sort downloaded reports by selecting the down arrow next to a column title. The arrow is displayed only for the column you are sorting. Sorting options are by:

1. **Date:** The date the report was requested.
2. **Time:** The time the report was requested.
3. **Report Name:** The title of the report based on topic.
4. **Status:** **In progress** indicates the report is currently downloading. **Available** indicates the report is available for download.

5. **Actions:** In the **Actions** column you can:
  - Select **Download** to download a report again.
  - Select the trash icon to delete a report from the list.
  - Select **X** to stop generating a report that is in progress.
6. The number of reports available for download is displayed next to the name of the tab.

---

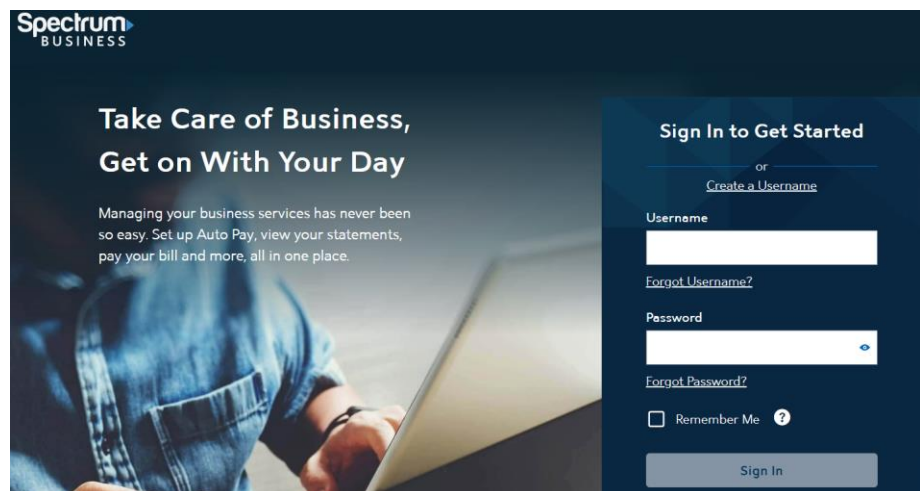
# Users

## Signing In as a User

Access to Voice Manager requires secure authentication with a username and password unique to each user.

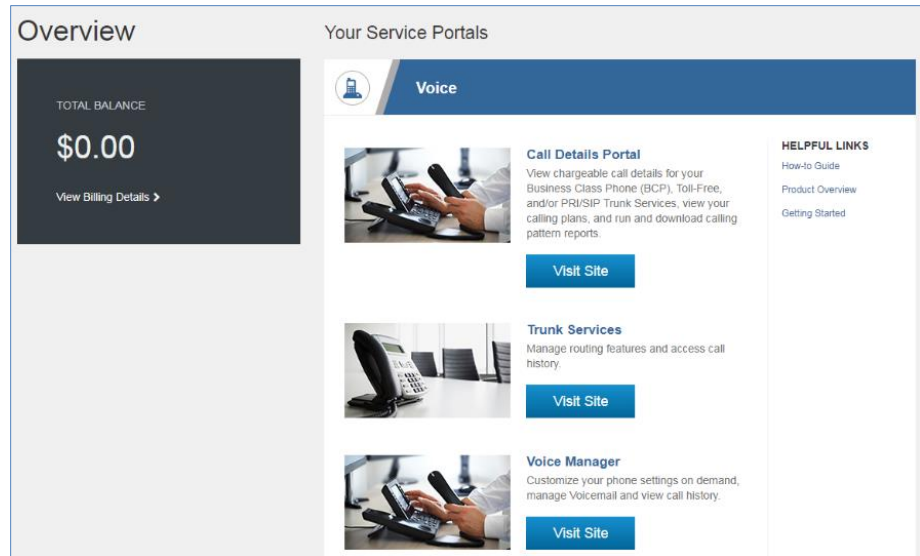
► **To sign in to Voice Manager as a user**

1. Navigate to <https://www.spectrumbusiness.net/login>.



**Figure 24** Sign-In Page

2. Enter your **Username** and **Password**.
3. Select **Sign In**. The Overview page opens.



**Figure 25** Overview Page

4. In the **Voice Manager** section, select **Visit Site**. The Voice Manager Home page opens.

## Getting to Know Voice Manager

### Home Page Overview

When you sign in to Voice Manager the Home page opens. The Home page provides a summary of your Spectrum Business Voice account and puts information at your fingertips to help you quickly navigate the site.



**Figure 26** User Home Page

- You can use the **Profile** link to edit your name and Username, change your Password and edit your security questions.
- **My Portals** drop-down menu provides convenient access to other Spectrum Business Voice portals such as My Account, Call Details and Trunk Services (if your account is subscribed).
- You can select the orange arrow button to view account information, including the name of your administrator, whom you can contact with questions or requests for features.
- Quickly link to popular areas of the site using the icons on the right, or use your tabs at the top of the page to navigate to **Call Logs and Voicemail**, **Preferences** or **Support**.
  - **Call Logs and Voicemail** tab enables you to manage your Voicemail (if applicable) and view a log of received, missed and outgoing calls.
  - **Preferences** tab enables you to modify features and settings related to your phone lines.
  - **Support** tab provides detailed FAQs, How-Tos, introductory videos and

contact links to Spectrum Business Voice Customer Support.

- If your administrator has set up Account Codes, they are listed for reference on your Home page.



Account Codes are available to customers who connected prior to 2017.

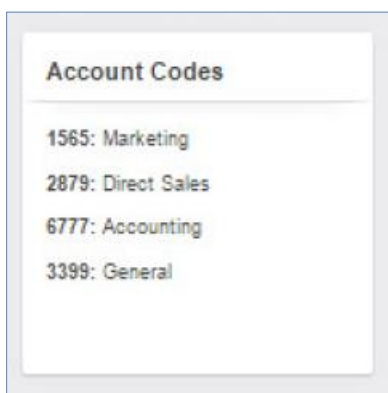
- Learn more about Voice Manager's features on the main section of the Home page, which focuses on a select group of features each month. Need to know more? View the FAQs and How-Tos for detailed information.
- To quickly enable or disable specific features from your phone, you can use Star Codes, which are detailed in the **Star Code Guide**. You can expand the section for quick reference online or print the guide to use as a desk reference.

### Account Codes Overview



Account Codes are available to customers who connected prior to 2017.

If your organization is using Account Codes, you should see an additional area on your Home page.



**Figure 27** Account Code Area

Account Codes enable your organization to keep track of outgoing phone calls. Each organization uses Account Codes in its own way. If you have an Account Codes list on your Home page, be sure you understand the Account Code dialing policies in your organization. For example, your organization may require Account Codes for all types of calls (local, long distance, and international) or only for some types — for example, only for international long distance calls. Similarly, your organization may require Account Codes on all phone lines or only on some lines.



For emergency calls, Account Codes are not required.

### Verify Your Phone Lines

You may be assigned one line or multiple lines. If you have one line, that is most likely the line that is connected to the phone on your desk.

If you have multiple lines, it may be so that you can cover someone else's phone when they are out of the office, or a similar situation. There might also be a shared line that multiple people are assigned to, such as an incoming sales line.

One of your phone lines will likely be considered your primary line (corresponding to a

phone on your desk), and the others will be shared with other people. Your lines may also be assigned to one or more Voice Manager administrators in your organization.

At any time, you can view the settings and features for each of your lines by selecting the **Preferences** tab and selecting a phone line from the **Select line** drop-down menu.

The screenshot displays the 'Preferences' tab in the Voice Manager interface. At the top, there are four main tabs: HOME, CALL LOGS AND VOICEMAIL, PREFERENCES (which is active), and SUPPORT. Below these, there's a 'Select line:' dropdown menu currently set to '919-322-5019'. The main content area is titled 'Preferences' and includes sub-tabs for 'Incoming Calls', 'Outgoing Calls', and 'Custom Routing'. A breadcrumb trail shows 'Home / Preferences'. The settings are organized into a list of rows, each with a feature name, a description, and a status control (a toggle or a dropdown arrow). The features shown are: 'Anonymous Call Rejection' (OFF), 'Call Forward' (OFF), 'Custom Ring' (ENABLED), 'Do Not Disturb' (OFF), 'Selective Call Forwarding' (ON), and 'Selective Call Rejection' (DISABLED BY ADMINISTRATOR).

Feature	Description	Status
Anonymous Call Rejection	Reject incoming calls from blocked or private callers.	OFF
Call Forward	Forward all incoming calls to a phone number you specify.	OFF
Custom Ring	Distinguish incoming calls to multiple phone lines with a unique ringtone.	ENABLED
Do Not Disturb	Present a busy signal to incoming calls.	OFF
Selective Call Forwarding	Forward calls from specified phone numbers.	ON
Selective Call Rejection	Reject calls from specified phone numbers.	DISABLED BY ADMINISTRATOR

**Figure 28** Preferences Tab

## Voicemail Overview

### Access Voicemail

If Voicemail has been purchased for your account, it can be managed from the **Call Logs and Voicemail** tab.

**Call Logs**

Review the most recent received, missed and dialed calls for a particular line.

**Voicemail** 12% FULL

Status	Number	Time	Length
New	816-425-5459	Yesterday, 05/15/14, 2:22pm	00:21
New	816-425-8329	Yesterday, 05/15/14, 2:22pm	00:21
New	816-425-5457	Yesterday, 05/15/14, 2:22pm	00:21
Unknown	Unknown	05/05/14, 2:22pm	1:08
	816-425-5459	04/15/14, 2:22pm	00:32
	816-425-8329	04/15/14, 2:22pm	00:32
	816-425-5457	04/15/14, 2:22pm	00:32
	703-555-1235	04/15/14, 2:22pm	00:32

Showing 1-10 of 11

**Call Log**

Call type: All calls

Type	Name	Number	Time
Received	Emily Adams	816-425-8329	Yesterday, 05/15/14, 00:00am
Received	Matt Francis	816-425-5457	Yesterday, 05/15/14, 00:00am
Received	Marcus Lopez	816-425-5459	Yesterday, 05/15/14, 00:00am
Missed	Unknown	Unknown	05/05/14, 00:00am
Missed	Unknown	Unknown	05/05/14, 00:00am
Missed	Unknown	Unknown	05/05/14, 00:00am
Outgoing	Acme Printers	888-555-1234	04/25/14, 00:00am
Outgoing	Acme Printers	888-555-1234	04/25/14, 00:00am
Outgoing	Acme Printers	888-555-1234	04/25/14, 00:00am
Outgoing	Acme Printers	888-555-1234	04/25/14, 00:00am

Showing 1-10 of 11

**Figure 29** Call Logs and Voicemail Tab

- Messages are displayed in a list format, with the most recent at the top.
- A new message is one that has not yet been played, and is indicated as **New** in the status column.
- If there are several messages in your mailbox, the full list may populate on multiple pages. If needed, use the page numbers to navigate your messages list, or select **View All**.
- You can listen to, download, email and delete messages using the action icons in the same row as the Voicemail.

### Listen to Voicemail

Voice Manager offers a simple and familiar interface to allow you to listen to and play

back the messages in your Voicemail list. Each message in the list has a control panel representing the play, pause, download, email and delete functions.


### Maintain Your Mailbox

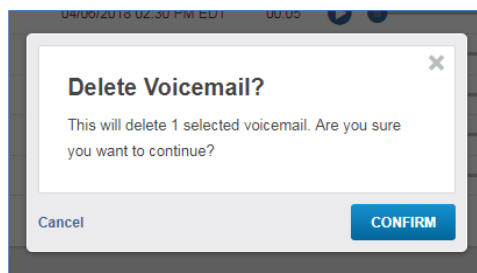
As you use your Voicemail box over time, you may accumulate a number of older messages, in particular if you receive a high volume of calls. It's a good idea to use the Voicemail area of Voice Manager to monitor the remaining capacity in your mailbox and delete any messages you no longer need. The Voicemail list always shows the current mailbox capacity.



**Figure 30** Voicemail Capacity Indicator

#### ► To delete a Voicemail message

1. Locate a message in the list you would like to delete permanently.
2. Select the **Delete** icon  on the same row as the message.



**Figure 31** Delete Voicemail Message

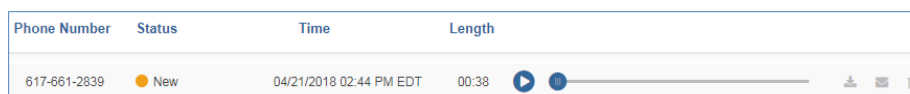
3. Select **Confirm** to delete the message.



You can download or email any message you would like to clear from your Voicemail box. Then you can delete the message from your Voicemail list to free up space.

#### ► To download and save a Voicemail message

1. Locate a message in the list you would like to save to your computer.



**Figure 32** Download a Voicemail Message

2. Select the **Download** icon on the same row as the message. A dialog box opens. (Its exact appearance depends on your web browser and operating system).
3. Select **Save**. Depending on your browser settings, the file may be saved to a default location, or you may be prompted to choose a location. The Voicemail

is saved as an MP3 file.



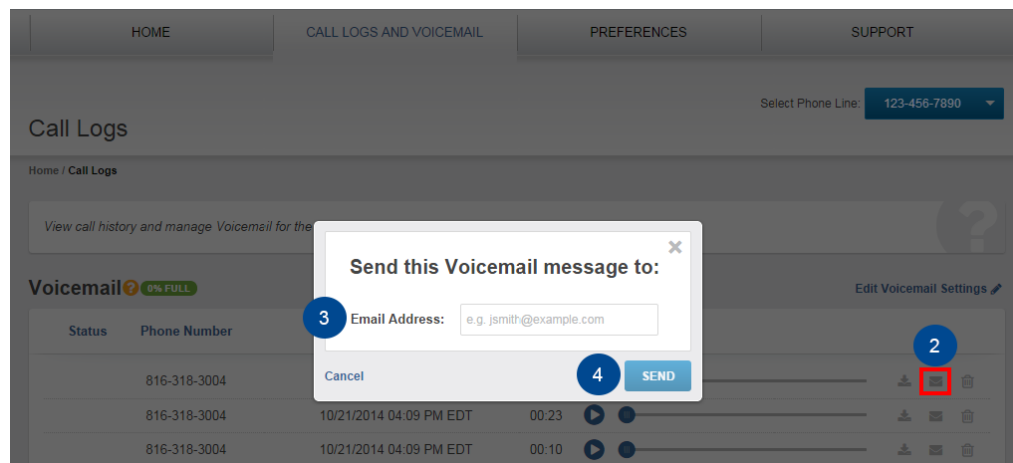
Some browsers may automatically download the file without asking you whether you wish to open it or save it.

Approved Browsers for Voice Manager	
Operating System	Browser
Windows 10	Microsoft Internet Explorer, version 11 or higher
	Latest version of Google Chrome
	Latest version of Firefox
Mac	Latest version of Google Chrome
	Latest version of Firefox
Apple iOS 7, iPad 2	Default browser
Android 4.1, Galaxy Pad 10"	Default browser

In addition to downloading a message as an MP3 file to your computer, you can also use Voice Manager to email a copy of the message as an MP3 file to any email address, including your own. The MP3 file will be sent as an attachment to the email message.

#### ► To email a Voicemail message

1. Locate a message in the list you would like to email to yourself or someone else.
2. Select the email icon on the same row as the message. A dialog box opens.



**Figure 33** Send a Voicemail Message

3. Enter a valid **Email Address**.
4. Select **Send**. The email is sent from the email address associated with your

Voice Manager profile.

## Voicemail Settings

Voice Manager enables you to view or edit the configuration settings of each of your assigned Voicemail boxes.

### Navigate to Voicemail Settings

On the **Call Logs and Voicemail** tab, select the **Edit Voicemail Settings** link. The Voicemail Settings page opens.

The screenshot displays the 'Voicemail' settings page in the Spectrum Voice Manager interface. The page header includes navigation links like 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES', and 'SUPPORT'. The main content area shows a list of voicemail messages for the selected phone line '919-322-5019'. The messages are listed in a table with columns for Phone Number, Status, Time, and Length. A 'Select All' checkbox is located above the table. The 'Edit Voicemail Settings' link is visible next to the '34% FUL' status indicator.

Phone Number	Status	Time	Length
919-887-6502	New	21 Hrs Ago	00:05
919-887-6502	Played	05/02/2018 12:35 PM EDT	00:05
919-887-6502	Played	05/02/2018 10:57 AM EDT	00:05
877-795-9819	New	05/01/2018 01:58 PM EDT	00:10
720-536-1243	New	05/01/2018 12:43 PM EDT	00:18
617-661-2839	New	04/21/2018 02:44 PM EDT	00:38
919-323-0274	New	04/11/2018 03:25 PM EDT	00:05
919-323-1438	New	04/10/2018 09:39 AM EDT	00:06
877-795-9819	New	04/07/2018 12:45 PM EDT	01:00
984-457-3225	New	04/06/2018 03:21 PM EDT	00:05

Showing 1-10 of 20 records

**Figure 34** Voicemail Settings Page

## View and Change Voicemail Settings

The following table provides an overview of the Voicemail settings you can modify.

Voicemail Setting	Description
Number of Rings Before Calls Go to Voicemail	You can choose the number of rings a caller hears before the call goes to Voicemail.
Voicemail PIN	<p>The Voicemail PIN is a sequence of digits you provide to gain access to your Voicemail box from any telephone.</p> <p>The PIN for a new Voicemail box is set to the system default (See your administrator if you don't know the PIN).</p> <p>You can change your PIN at any time, but you must know the current PIN in order to change it.</p> <p>You can change PIN to a 4-digit number that's easy for you to remember, but it can't be the same as the last digits of your Spectrum Business Voice number, a multiple of 1000 or repeating digits (1111).</p>
PIN Skip	<p>PIN Skip enables you to listen to messages from your Spectrum Business phone without entering your PIN.</p> <p>For your security, the PIN is always required when you're accessing your messages remotely.</p>
Email Notification	<p>Enable this feature to receive email notifications on any computer or smartphone when you receive new Voicemail.</p> <p>You can specify an email address and choose whether to have the Voicemail message attached to the email as a file.</p>

Select **Save** when you're finished making changes.

## Preferences

The Preferences tab in Voice Manager enables you to view and edit the features that have been enabled for each of your assigned phone lines. In some cases, there may be no need for you to change any of your preferences, but it's a good idea to review the settings for each of your lines.

### Navigate to Preferences

Select the **Preferences** tab to view settings you can configure in Voice Manager. Select a phone line from the **Select line** drop-down menu to identify the line for which you want to review or modify settings.

The screenshot shows the 'Preferences' tab in the Voice Manager interface. At the top, there are navigation tabs: HOME, CALL LOGS AND VOICEMAIL, PREFERENCES (selected), and SUPPORT. Below these, a 'Select line:' dropdown is set to '919-322-5019'. The main heading is 'Preferences', with sub-tabs for 'Incoming Calls' (selected), 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. A breadcrumb trail shows 'Home / Preferences'. The settings are listed in a table-like format:

<b>Anonymous Call Rejection</b>	Reject incoming calls from blocked or private callers.	OFF	▼
<b>Call Forward</b>	Forward all incoming calls to a phone number you specify.	OFF	▼
<b>Custom Ring</b>	Distinguish incoming calls to multiple phone lines with a unique ringtone.	ENABLED	▼
<b>Do Not Disturb</b>	Present a busy signal to incoming calls.	OFF	▼
<b>Selective Call Forwarding</b>	Forward calls from specified phone numbers.	ON	▼
<b>Selective Call Rejection</b>	Reject calls from specified phone numbers.	DISABLED BY ADMINISTRATOR ▼	

**Figure 35** Preferences Tab

The **Preferences** tab groups features according to:

- Incoming Calls.
- Outgoing Calls.
- Custom Routing.
- Mobility.



Business Group contains features only an administrator can configure.

All configurable features are displayed with a corresponding status. See the following table for an explanation of status indicators. For a complete list of features that are required to be turned on or off by a user after being enabled by an administrator, see the Appendix.

Status	Explanation
<b>On</b>	This feature has been enabled by the administrator for this line and is currently turned on. To turn it off or configure it, select the drop-down arrow.
<b>Off</b>	This feature has been enabled by the administrator for this line and is currently turned off. To turn it on or configure it, select the drop-down arrow.
<b>Disabled by Administrator</b>	This feature has been disabled by the administrator.

## Configuring Voice Manager

This section follow briefly describes some of the features that require configuration by users. For more detailed information on each feature, visit the **Support** tab in Voice Manager.

### Incoming Calls

Incoming Calls features primarily focus on how incoming calls are managed. Users see six features listed on this tab; administrators see more since several features in this category are configured only by administrators.

#### Call Forward

Call Forward enables you to forward all your calls to a specific phone number, including your Voicemail box. This feature must be enabled by your Voice Manager administrator. You can set your forwarding number for:

- All calls.
- Only when your line is busy.
- Only when a call goes unanswered.

Incoming Call Feature	User Can Turn On or Off?	Configuration by User Required?
Anonymous Call Rejection	Yes	No
Call Forward ▪ Forward All Calls ▪ Call Forward Busy ▪ Call Forward No Answer	Yes	Yes
Call Transfer	No: Managed by administrator	N/A
Call Waiting	No: Managed by administrator	N/A
Custom Ring	No: Managed by administrator	N/A
Do Not Disturb (DND)	Yes	No
Selective Call Forwarding	Yes	Yes
Selective Call Rejection	Yes	Yes



Custom Ring is available to customers who connected prior to 2017.

Even if you don't plan to forward your calls to another phone number, it's a good idea to review the current Call Forward settings on each of your lines to ensure they are set to your needs, especially with regard to forwarding your Voicemail.

You can configure Call Forward for each line assigned to you.

Call Forward

OFF

### Call Forward

Call Forwarding allows all incoming calls to be forwarded to a phone number you specify. There are three different options for managing your incoming calls. You can set Call Forwarding for each line assigned to you. Select a phone line from the drop-down list and click GO.

Choose the Call Forward option(s) you want for this number from the choices below, and set the status to On for each choice. Enter the phone number where calls should be forwarded, as well as any other applicable features. Be sure to click **SAVE** in each module to apply your settings.

NOTE: You will only be able to edit features in the table below if they have been enabled by your Administrator. Although these three features may be turned on simultaneously, the Forward all calls feature will take precedence over Forward all busy calls and/or Call forward no answer.

<p>This setting allows all incoming calls to be forwarded to a telephone number you specify.</p> <p><b>Forward All Calls</b> <input type="checkbox"/></p> <p>Forward To: <input type="text"/></p> <p>Cancel <b>SAVE</b></p>	<p>This setting gives you the option to forward calls to a specified 10-digit telephone number when your telephone line is busy.</p> <p><b>Forward Busy Calls</b> <input type="checkbox"/></p> <p>Forward To: <input type="text"/></p> <p>Cancel <b>SAVE</b></p>	<p>This setting gives you the option to forward unanswered calls to a specified 10-digit telephone number. You may also control the number of rings prior to the activation of Call Forward.</p> <p><b>Forward No Answer</b> <input type="checkbox"/></p> <p>Forward To: <input type="text"/></p> <p>After: <input type="text"/> Rings</p> <p>Cancel <b>SAVE</b></p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*Note: Forward All Calls takes precedence over Forward Busy Calls.*

*Note: Forward All Calls takes precedence over Forward No Answer.*

Figure 36 Call Forward

► **To forward your calls**

1. On the **Incoming Calls** tab, select **Call Forward**.
2. Select a phone line from the **Select line** drop-down list.
3. Identify the setting to be adjusted:
  - **Call Forward.**
  - **Call Forward Busy.**
  - **Call Forward No Answer.**

You can slide the status button to **On** or **Off** for each available feature.

4. Slide the button to **On**. Then enter a phone number in the **Forward To** field.
5. If Account Codes are provisioned on this line, you must also enter an Account Code in the **Account Code** field. Contact your administrator with questions.



Account Codes are available to customers who connected prior to 2017.

6. Select **Save** to apply your settings.

## Selective Call Forwarding

Selective Call Forwarding enables you to selectively forward calls to a number you choose, when those calls originate from a specific number you identify. Calls not on the list will complete as normal.

You can configure Selective Call Forwarding for each line assigned to you.

The screenshot shows the 'Preferences' tab for 'Incoming Calls' with the 'Select line' dropdown set to '830-448-5251'. The 'Anonymous Call Rejection' is set to 'OFF'. The 'Call Forward' section is set to 'ON'. Below this, there are three columns for configuring forwarding options:


- Forward All Calls:** This setting allows all incoming calls to be forwarded to a telephone number you specify. The status is 'ON'. The 'Forward To' field is empty. Buttons: 'Cancel', 'SAVE'.
- Forward Busy Calls:** This setting gives you the option to forward calls to a specified 10-digit telephone number when your telephone line is busy. The status is 'OFF'. The 'Forward To' field is empty. Buttons: 'Cancel', 'SAVE'.
- Forward No Answer:** This setting gives you the option to forward unanswered calls to a specified 10-digit telephone number. You may also control the number of rings prior to the activation of Call Forward. The status is 'OFF'. The 'Forward To' field is empty. The 'After' dropdown is set to '5' Rings. Buttons: 'Cancel', 'SAVE'.

Notes at the bottom:

- Note: Forward All Calls takes precedence over Forward Busy Calls.
- Note: Forward All Calls takes precedence over Forward No Answer.

**Figure 37** Selective Call Forwarding

### ► To enable Selective Call Forwarding

1. On the **Preferences** tab select **Incoming Calls**, and then select **Selective Call Forwarding**.
2. Select a phone line from the **Select line** drop-down list.
3. Slide the status button to **on**.
4. In the Numbers to Forward section, enter the **Phone Number** you want to be forwarded and select **Add New Number**. To remove an individual number from your list, use the **Delete** icon  next to a specific number. You can also select **Delete All** to delete all the numbers you have entered to be forwarded.
5. In the **Forward Calls to** section, enter the phone number to which you want

the calls forwarded.

6. If Account Codes are provisioned on this line, you must also enter an Account Code in the Account Code field. Contact your administrator with questions.



Account Codes are available to customers who connected prior to 2017.

7. Select **Save** to apply your settings.

## Selective Call Rejection

Selective Call Rejection enables you to reject calls from specific phone numbers. When a call is received from a phone number on your Selective Call Rejection list, the caller hears a message that indicates the line is not accepting calls.


You can configure Selective Call Rejection for each line assigned to you.

The screenshot shows the 'Preferences' tab for 'Incoming Calls' with the 'Select line' dropdown set to '830-448-5251'. The 'Selective Call Rejection' section is expanded, showing a toggle switch set to 'OFF'. Below the toggle, there is explanatory text about SCR and instructions on how to add numbers to the rejection list. At the bottom, there is a 'Numbers To Reject' section with a 'Phone Number' input field, an 'ADD NEW NUMBER' button, and a 'Delete All' link. 'Cancel' and 'SAVE' buttons are at the bottom right.

**Figure 38** Selective Call Rejection

### ► To enable Selective Call Rejection

1. On the **Preferences** tab select **Incoming Calls**.
2. Select **Selective Call Rejection**.
3. Select a phone line from the **Select line** drop-down list.

4. Slide the status button to **On**.
5. Enter the phone number you want to reject and select **Add New Number**. To remove a phone number from your list, select the **Delete** icon  for that number. You can also select **Delete All** to delete all the numbers you have entered to be rejected.
6. Select **Save** to apply your settings.

## Outgoing Calls

Outgoing Calls features primarily focus on how outgoing calls will be managed. Users will see one feature listed on this page, though the administrator will see more since there are several features in this category that are configured only from the administrator's side.

Outgoing Call Feature	User Can Turn On or Off?	Configuration by User Required?
Account Codes <ul style="list-style-type: none"> <li>Verified</li> <li>Non-Verified</li> </ul>	No: Managed by administrator	N/A
Call Return - *69	No: Managed by administrator	N/A
Custom Caller ID	No: Managed by administrator	N/A
Hotline	No: Managed by administrator	N/A
Last Number Redial	No: Managed by administrator	N/A
Speed Dial	Yes	Yes
Suspended Line	No: Managed by administrator	N/A
Three-Way Calling	No: Managed by administrator	N/A



Account Codes, Hotline, and Suspended Line are available to customers who connected prior to 2017.

### Speed Dial

Speed Dial enables you to store up to eight frequently dialed numbers for simplified dialing. Once you've activated Speed Dial, use it by dialing **\*74**, followed by the Speed Dial digit you assigned to the phone line.

You can configure Speed Dial for each line assigned to you.

**Preferences**

Select line: 919-322-5019

**Speed Dial** ENABLED

**Speed Dial**

Speed Dial allows you to store up to eight frequently dialed numbers for simplified dialing. To activate Speed Dial, first select a line from the drop-down menu above. Enter the phone numbers you want to add to your list in the spaces provided, next to the Speed Dial Number you want to use.

You do not have to use all the Speed Dial Numbers, or start at the top; choose any or all of the eight slots available. Be sure to click **SAVE** to apply your settings. Once you've activated Speed Dial, use it by pressing the chosen Speed Dial digit you assigned (from 2 to 9) followed by the # (pound) sign.


Speed Dial #	Phone Number to Dial
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>

Cancel SAVE

**Figure 39** Speed Dial

► **To set up Speed Dial**

1. On the **Preferences** tab select **Outgoing Calls**, and then select **Speed Dial**.
2. Select a phone line from the **Select line** drop-down list.
3. Enter the phone numbers you want to add for the Speed Dial numbers you want to use. You don't have to use all the Speed Dial numbers or start at the top.
4. Enter an appropriate Account Code, if necessary.
 

 Account Codes are available to customers who connected prior to 2017.
5. Select **Save** to apply your settings.

## Custom Routing

Custom Routing features are complex features that primarily focus on how incoming calls are routed within the business. Only one feature is listed on this page, though the administrator has access to more since some Custom Routing features are configured only by the administrator.

Custom Routing Feature	User Can Turn On or Off?	Configuration by User Required?
Call Scheduler	Yes	Yes
Auto Attendant	No: Managed by administrator	No
Hunt Group <ul style="list-style-type: none"> <li>Circular Hunting</li> <li>Sequential Hunting</li> <li>Uniform Call Distribution Hunting</li> </ul>	No: Managed by administrator	No

### Call Scheduler

Call Scheduler enables you to change the behavior of call features based on a schedule you set (a configuration). Up to three configurations can be customized to support the needs of your business. For example, Configuration 1 could be set for your regular business hours, and two additional configurations could be set for after business hours and staff lunch hour.

To access Call Scheduler, on the **Preferences** tab select **Custom Routing**, and then select **Call Scheduler**. You can review the steps you'll take and then select **Get Started** to start the configuration wizard.

The screenshot shows the 'Call Scheduler' configuration wizard. At the top, there are tabs for 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES', and 'SUPPORT'. Under 'PREFERENCES', there are sub-tabs for 'Incoming Calls', 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. The 'Custom Routing' sub-tab is selected, and the 'Call Scheduler' option is highlighted. The 'Call Scheduler' section is currently 'OFF'. Below this, a description explains that configurations can be set for regular business hours, after business hours, and staff lunch hour. A 'GET STARTED' button is located at the bottom right of the wizard area.

**Call Scheduler**

Using the Configuration Wizard below, you can manage unique call settings (Configurations) to take effect at specific dates and times you choose. Configurations can be customized to support the needs of your business. For example, Configuration 1 could be set for your regular business hours, and two additional Configurations could be set for after business hours and staff lunch hour.

If this is your first time setting up Call Scheduler, click **GET STARTED** and the Configuration Wizard will lead you through the steps outlined below to set up and activate Call Scheduler. To make edits to an existing Configuration, click **Edit**, or click **Reset** to clear the Configuration and start again.

**1** ..... **2** ..... **3** ..... **4**

**Create Configuration 1**

First, define Configuration 1 for your account. Choose the call settings you want to be effective during regular business hours.

**Create Additional Configurations**

Next, define at least one (but up to two) additional Configurations. These call settings will be employed at other times, such as after business hours or during staff lunch hour.

**Create Your Call Schedule**

Now that your Configurations are defined, configure the calendar schedule to activate the Configurations at certain days and times.

**Activate Call Scheduler**

Lastly, activate Call Scheduler. You can make changes, or add/delete phone lines at any time.

**GET STARTED >**

**Figure 40** Call Scheduler Wizard

**Step 1: Create Configuration 1**

First, define Configuration 1 for your account. Enter a name for this configuration, and then edit the settings to assign the calling features you want to use as your default settings. Many businesses use Configuration 1 for call settings used during regular business hours.

Once you activate Call Scheduler, Configuration 1 is applied to the phone number in the **Select Line** drop-down menu whenever there is no other configuration scheduled to take effect.

The screenshot shows the 'Preferences' page for a user. At the top, there are tabs for 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES' (which is active), and 'SUPPORT'. Below the tabs, there's a 'Select line:' dropdown menu showing '919-977-4625'. The main heading is 'Preferences', with sub-tabs for 'Incoming Calls', 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. The 'Incoming Calls' sub-tab is active. Under 'Incoming Calls', there's a 'Call Scheduler' section. It shows a progress bar with five steps: 'Configuration 1' (highlighted in blue), 'Configuration 2', 'Configuration 3', 'Call Schedules', and 'Activate'. To the right of the progress bar, there's a toggle switch for 'OFF' with an upward arrow. Below the progress bar, the section is titled 'Create Configuration 1'. It contains a paragraph of text explaining the purpose of Configuration 1. Below the text, there's a table of settings:

Call Forward Busy	OFF	EDIT
Call Forward No Answer	OFF	EDIT
Call Forward All Calls	OFF	EDIT
Personal Attendant	ON	EDIT

At the bottom right of the settings table, there are two buttons: 'Cancel' and 'SET UP CONFIGURATION 2 >'.

**Figure 41** Call Scheduler Configuration 1

**Step 2: Create Additional Configurations**

Next, define at least one (but up to two) additional configurations. These call settings will be employed at other times, such as after business hours or during staff lunch hour. Enter a name for each configuration, and then edit your settings as you did for Configuration 1.

The screenshot shows the 'Preferences' page in the Voice Manager interface. At the top, there are tabs for 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES', and 'SUPPORT'. Below these, there's a 'Select line:' dropdown set to '919-977-4625'. The 'PREFERENCES' section has sub-tabs for 'Incoming Calls', 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. The 'Call Scheduler' section is active, showing a progress bar with steps: 'Configuration 1', 'Configuration 2' (current), 'Configuration 3', 'Call Schedules', and 'Activate'. The 'OFF' status is shown with an up arrow. Below the progress bar, the 'Create Configuration 2' section explains that this configuration allows handling calls differently at different times. It provides a text input for 'Configuration Name' with an example 'Business Hours'. Below this, there's a table of settings:


Setting	Status	Action
Call Forward Busy	OFF	EDIT
Call Forward No Answer	OFF	EDIT
Call Forward All Calls	OFF	EDIT
Personal Attendant	ON	EDIT

At the bottom, there are buttons for 'Back', 'SET UP CONFIGURATION 3 >', and 'SET UP CALL SCHEDULE >'.

**Figure 42** Call Scheduler Configuration 2

### Step 3: Create Your Call Schedules

Now that your configurations are defined, configure the calendar schedule to activate the configurations at certain days and times. Configuration 1 will be active at all times, except when you have scheduled Configuration 2 or Configuration 3 to take effect instead. Customize the Call Schedule for your configurations by adding a single or repeating event. Select **Set Up Call Schedule** from within the wizard.

 A repeating schedule repeats every week for a specific date and time. A single event schedule is applied only on the date you specify.

If you have repeating and single event schedules set for the same date and time, the single event schedule takes precedence over the repeating schedule.

Preferences

Select line: 919-977-4627

Incoming Calls Outgoing Calls Custom Routing Mobility Package

Home / Preferences

Call Scheduler OFF

Configuration 1 Configuration 2 Configuration 3 Call Schedules Activate

### Set Your Call Schedule

Required fields marked with \*

Configuration 1 will be active at all times, except when you have scheduled Configuration 2 or Configuration 3 to take effect instead. Use the options below to customize the Call Schedule for your Configurations.

TIP: A Repeating Schedule repeats every week for a specific date/time. A Special Event Schedule is applied only on the date you specify.

If you have Repeating and Special Event Schedules set for the same date/time, the Special Event Schedule will take precedence over the Repeating Schedule.

#### Add New Event

Schedule Type  
☐ Single Event ☒ Repeating Event

Configuration  
Configuration 1

Days to Repeat  
☐ Mon-Fri ☐ Sat-Sun ☒ Custom days  
☐ Mon ☐ Tue ☐ Wed ☐ Thu  
☐ Fri ☐ Sat ☐ Sun

Set Time of Day  
From: 12:00 AM To: 12:30 AM

ADD EVENT

#### Your Current Schedule

View Calendar

REPEATING EVENTS

Configuration	Time	Days
No events present.		

SINGLE EVENTS

Configuration	Start	End
No events present.		

Back SAVE CALL SCHEDULE

**Figure 43** Create a Call Schedule

► **To set up a single or repeating event**

1. On the **Preferences** tab select **Outgoing Calls**, and then select **Speed Dial**. Select the type of event you want to create: **Single Event** or **Repeating Event**.
2. Select the configuration to which this Call Schedule is applied.
3. Set the **Start** and **End Dates** for a single event, or the **Days to Repeat** for a repeating event.
4. Under **Set Time of Day**, enter the **From** and **To** times for the event.
5. Select **Add Event** to add the event to this Call Schedule.
6. Select **Save Call Schedule** to save your settings.

Your current schedule is displayed in the right pane. If you prefer, select **View Calendar** to see the schedule in a weekly or monthly calendar view.

The screenshot displays the 'Add New Event' form on the left, the 'Your Current Schedule' table in the center, and a calendar view on the right. The 'Your Current Schedule' table lists repeating events with configuration, time, and days. The calendar view shows a weekly layout for September 2015 with events labeled 'CONFIGURATION 1'.

Configuration	Time	Days
Configuration 1	12:00 AM – 12:30 AM	Mon, Tue, Wed, Thu, Fri, Sat, Sun
Configuration 1	12:00 AM – 06:30 AM	Mon, Tue, Wed, Thu, Fri, Sat, Sun
Configuration 1	08:00 AM – 09:30 PM	Mon, Tue, Wed, Thu, Fri, Sat, Sun

**Figure 44** Call Schedule and Calendar View

#### Step 4: Activate Call Scheduler

Lastly, activate Call Scheduler. Activating Call Scheduler applies the configuration settings according to the Call Schedules you specified. If you select **Activate Later**, the current settings remain in effect.

The screenshot shows the 'Activate Call Scheduler' wizard. It features a progress bar with steps: Configuration 1, Configuration 2, Configuration 3, Call Schedules, and Activate. The 'Activate' step is currently selected. Below the progress bar, there is a section titled 'Activate Call Scheduler' with explanatory text. At the bottom, there are two buttons: 'ACTIVATE NOW' and 'ACTIVATE LATER', with an 'OR' separator between them. A 'Back' button and a 'CANCEL WIZARD' button are also present.

**Figure 45** Activate Call Scheduler

Once they are activated, you can view and edit your configurations and Call Schedules at any time by visiting the Call Scheduler feature on your **Preferences** tab.

Preferences Select line: 919-234-6198

[Incoming Calls](#) [Outgoing Calls](#) [Custom Routing](#) [Mobility Package](#)

Home / Preferences

**Call Scheduler** ON

**Call Scheduler** ON

Call Scheduler allows you to configure specific phone settings to take effect based on a custom schedule. You can edit or reset your existing Configurations below, and manage when each Configuration will be active via your Call Schedule.

**Your Configurations** **Your Call Schedule**

Configuration 1: Default	Configuration 2: Business Hours	Configuration 3: Off Peak
Call Forward Busy <span>ON</span>	Call Forward Busy <span>OFF</span>	Call Forward Busy <span>OFF</span>
Call Forward No Answer <span>OFF</span>	Call Forward No Answer <span>OFF</span>	Call Forward No Answer <span>ON</span>
Call Forward All Calls <span>OFF</span>	Call Forward All Calls <span>OFF</span>	Call Forward All Calls <span>OFF</span>
Personal Attendant <span>ON</span>	Personal Attendant <span>ON</span>	Personal Attendant <span>OFF</span>
<a href="#">EDIT</a> <a href="#">ADD NEW EVENT</a>	<a href="#">EDIT</a> <a href="#">ADD NEW EVENT</a>	<a href="#">EDIT</a> <a href="#">ADD NEW EVENT</a>

**Figure 46** Call Scheduler, Configured

Select **Edit** to modify settings for a particular configuration, reset it, or delete it.

You can modify a configuration by:

- Selecting **Edit** for a specific feature settings, making your changes and selecting **Save**.
- Selecting **Reset** to remove all schedules associated with a configuration or **Delete** to permanently delete it.



To delete a configuration, you must first have all three available configurations set up. Only Configuration 2 or 3 can be deleted; Configuration 1 can't be deleted, but it can be turned off.

## Mobility



Mobility is available to customers who connected prior to 2017.

Mobility promotes flexibility in your schedule and location by routing calls directly to you and removing the need to leave messages or play telephone tag.

Mobility Feature	User Can Turn On or Off?	Configuration by User Required?
Simultaneous Ring	Yes	Yes
Sequential Ring	Yes	Yes
Office Anywhere	No: Managed by administrator	No
Personal Attendant	Yes	Yes



Office Anywhere and Personal Attendant are available to customers who connected prior to 2017.

### Simultaneous Ring

Simultaneous Ring enables you to set incoming calls to a specified line to ring up to five phone numbers simultaneously until the call is picked up. The first line to answer is connected, and the other lines are released. If a line directs the call to Voicemail, then the other lines are released. If the call is not picked up because all lines are busy, the caller hears a busy signal.

You can configure Simultaneous Ring for each line assigned to you.

HOME CALL LOGS AND VOICEMAIL PREFERENCES SUPPORT **1**

Select line: 919-977-6301

Preferences Incoming Calls Outgoing Calls Custom Routing Mobility Package

Home / Preferences

**Office Anywhere** Extend mobility package features to enjoy the full capabilities of your office phone when working at a remote location. **ON**

**Personal Attendant** Automatically answer calls with a custom greeting, then redirect calls to Voicemail, another number or an announcement. **OFF**

**Sequential Ring** Specify the phone line sequence so calls will ring at up to five different locations. **OFF**

**Simultaneous Ring** **OFF** **2**

**Simultaneous Ring** **OFF**

Simultaneous Ring allows incoming calls to a specified line to ring up to five phone numbers simultaneously until the call is picked up. The first line to answer will be connected, and the other lines will be released. If a line directs the call to Voicemail, then the other lines will be released. If the call is not picked up because all lines are busy, the caller will hear a busy signal.

You can set Simultaneous Ring for each line assigned to you. Select a phone line from the drop-down above. Set the status to On, and then enter the phone numbers to which you want to direct incoming calls from the selected line. The phone numbers you enter will ring simultaneously when a call is received to the phone line you selected. Be sure to click **SAVE** to apply your settings.

Current Order	Phone Line	Account Code
0	9199775301	
1	<b>3</b>	<b>4</b>
2		
3		
4		
5		

**5** Cancel **SAVE**

**Figure 47** Simultaneous Ring

► **To set up Simultaneous Ring**

1. On the **Preferences** tab select **Mobility**, and then select **Simultaneous Ring**. Then select a phone line from the **Select line** drop-down list.
2. Slide the status button to **On**.
3. Enter the phone numbers to which you want to direct incoming calls from the selected line. Use the up and down arrows under the Position column to promote or demote a number in the ring order. You can also specify the number of rings you want each line to receive before the call proceeds to the next number in sequence.
4. If Account Codes are provisioned on this line, you must also enter an Account Code in the **Account Code** field. Contact your administrator with questions.



Account Codes are available to customers who connected prior to 2017.

5. Select **Save** to apply your settings.

### **Sequential Ring**

Sequential Ring enables you to set incoming calls to a specified line to ring up to five additional phone numbers in sequence. The phone number in the first position rings first, and after a preset number of rings the next phone number rings, and then the next numbers until the call is picked up, goes to Voicemail or other no-answer processing from the main number is configured to handle the call.

You can configure Sequential Ring for each line assigned to you.

HOME CALL LOGS AND VOICEMAIL PREFERENCES SUPPORT **1**

Select line: 919-977-4301

## Preferences

Incoming Calls Outgoing Calls Custom Routing Mobility Package

Home / Preferences

**Office Anywhere** Extend mobility package features to enjoy the full capabilities of your office phone when working at a remote location. **ON**

**Personal Attendant** Automatically answer calls with a custom greeting, then redirect calls to Voicemail, another number or an announcement. **OFF**

**Sequential Ring** **OFF** **2**

**Sequential Ring** **OFF** **2**

Sequential Ring allows incoming calls to a specified line to ring up to five additional phone numbers in sequence. The phone number in the first position will ring first, and after a preset number of rings the next phone number will ring, and then the next number(s) until the call is picked up, goes to Voicemail or other no-answer processing from the main number.

You can set Sequential Ring for each line assigned to you. Select a phone line from the drop-down list above. Set the status to On, and then enter the phone numbers to which you want to direct incoming calls from the selected line. Customize the sequential position and number of rings for each of these phone numbers. Be sure to click **SAVE** to apply your settings.

Position	Current Order	Phone Line	Account Code	# of Rings
	0	9199776301		5
↓	1	<b>3</b>	<b>4</b>	5 <b>5</b>
↑ ↓	2			5
↑ ↑	3			5
↑ ↓	4			5
↑	5			5 <b>6</b>

Cancel **SAVE**

**Figure 48** Sequential Ring


► **To set up Sequential Ring**

1. On the **Preferences** tab select **Mobility**, and then select **Simultaneous Ring**. Then select a phone line from the **Select line** drop-down list.
2. Slide the status button to **On**.
3. Enter the phone numbers to which you want to direct incoming calls from the selected line. Use the up and down arrows under the **Position** column to promote or demote a number in the ring order.
4. If Account Codes are provisioned on this line, you must also enter an Account Code in the **Account Code** field. Contact your administrator with questions.

 Account Codes are available to customers who connected prior to 2017.

5. Select the number of rings you want each line to receive before the call proceeds to the next number in sequence.
6. Select **Save** to apply your settings.

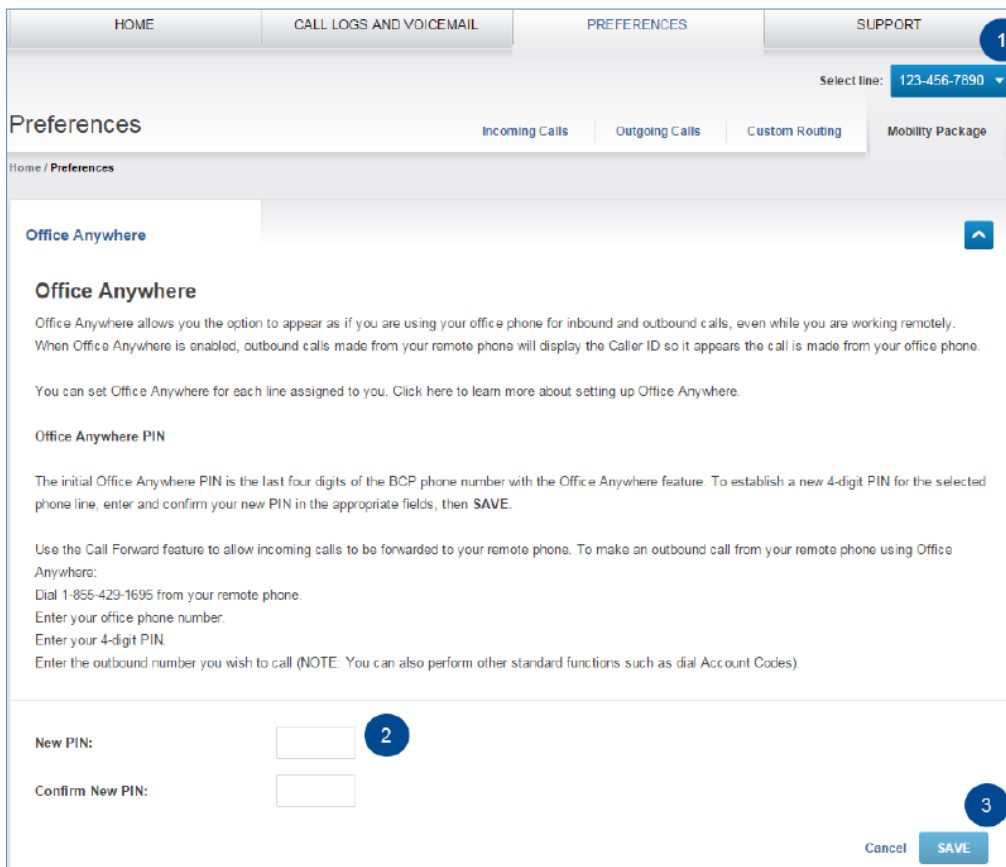
### Office Anywhere

 Office Anywhere is available to customers who connected prior to 2017.

Office Anywhere allows you the option to appear as if you are using your office phone for inbound and outbound calls, even while you are working remotely. When Office Anywhere is enabled, outbound calls made from your remote phone will display the Caller ID so it appears the call is made from your office phone.

The initial Office Anywhere PIN is the last four digits of the Spectrum Business Voice phone line with the Office Anywhere feature.

To establish a new 4-digit PIN for the selected phone line, follow the steps below.



The screenshot shows the 'Preferences' section of the Voice Manager interface. At the top, there are tabs for 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES', and 'SUPPORT'. The 'PREFERENCES' tab is active. Below the tabs, there is a 'Select line:' dropdown menu showing '123-456-7890'. The main content area is titled 'Preferences' and has sub-tabs for 'Incoming Calls', 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. The 'Mobility Package' sub-tab is selected, and within it, the 'Office Anywhere' section is expanded. This section contains text explaining the feature and instructions on how to set a PIN. At the bottom, there are two input fields: 'New PIN:' and 'Confirm New PIN:'. A blue circle with the number '2' points to the 'New PIN' field. To the right of the input fields is a blue 'SAVE' button, with a blue circle and the number '3' pointing to it. A 'Cancel' button is also present. A blue circle with the number '1' points to the 'Select line:' dropdown menu.


**Figure 49** Office Anywhere

#### ► To set up Office Anywhere


1. On the **Preferences** tab select **Mobility**, and then select **Office Anywhere**. Select a phone line from the **Select line** drop-down list.

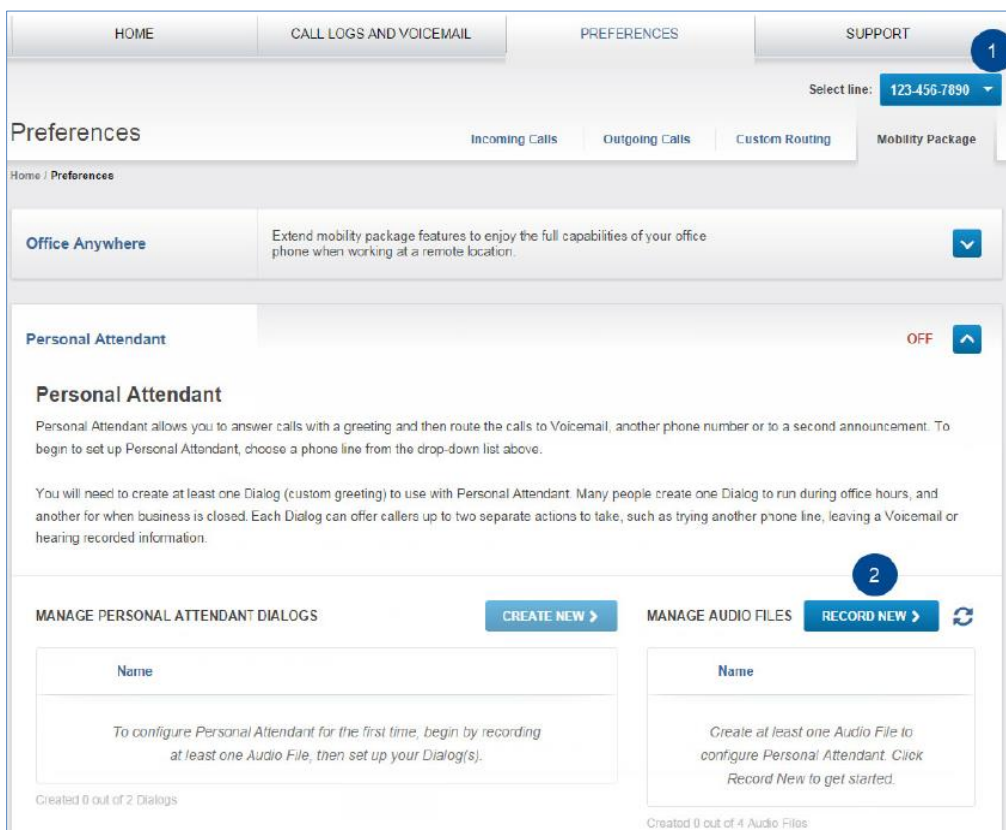
2. Enter and confirm your new PIN in the appropriate fields.
3. Select **Save** to apply your settings.

### Personal Attendant

 Personal Attendant is available to customers who connected prior to 2017.

Personal Attendant allows you to answer calls with a greeting and then route the calls to Voicemail, another telephone number or to a second announcement.

 Before you set up Personal Attendant, be sure to set your calling features so you can receive the automated call that's part of recording your audio files. Features such as Call Forward might need to be disabled.



The screenshot shows the 'Personal Attendant' configuration page. At the top, there are tabs for 'HOME', 'CALL LOGS AND VOICEMAIL', 'PREFERENCES', and 'SUPPORT'. The 'PREFERENCES' tab is selected. Below the tabs, there is a 'Select line:' dropdown menu showing '123-456-7890'. The main content area is titled 'Preferences' and has sub-tabs for 'Incoming Calls', 'Outgoing Calls', 'Custom Routing', and 'Mobility Package'. The 'Mobility Package' sub-tab is selected. Under 'Mobility Package', there is a section for 'Office Anywhere' with a description and a dropdown arrow. Below this, there is a section for 'Personal Attendant' with a status 'OFF' and an up arrow. The 'Personal Attendant' section has a description and instructions. Below the instructions, there are two main sections: 'MANAGE PERSONAL ATTENDANT DIALOGS' and 'MANAGE AUDIO FILES'. The 'MANAGE PERSONAL ATTENDANT DIALOGS' section has a 'CREATE NEW' button and a list of dialogs. The 'MANAGE AUDIO FILES' section has a 'RECORD NEW' button and a list of audio files. Both sections have instructions on how to configure them.

**Figure 50** Personal Attendant

#### ► To set up Personal Attendant

1. On the **Preferences** tab select **Mobility**, and then select **Personal Attendant**. Select a phone line from the **Select line** drop-down list.
2. Select **Record New**. An audio file must be recorded using the phone that will play the audio file. You can create up to four audio files to use for your Personal Attendant Dialogs.

**Record a New Audio File**

An Audio File must be recorded on the phone line that will use the Audio File. First, enter a Name and short Description for this Audio File below. This information will show up throughout Personal Attendant to help you easily locate the Audio File later. When you are ready to record the Audio File, click Call Me. Your phone will ring shortly. Simply follow the voice prompts to record your Audio File. Tip: Be sure to set your calling features so you can receive our call. Features like Automatic Voicemail or Call Forwarding may need to be disabled.

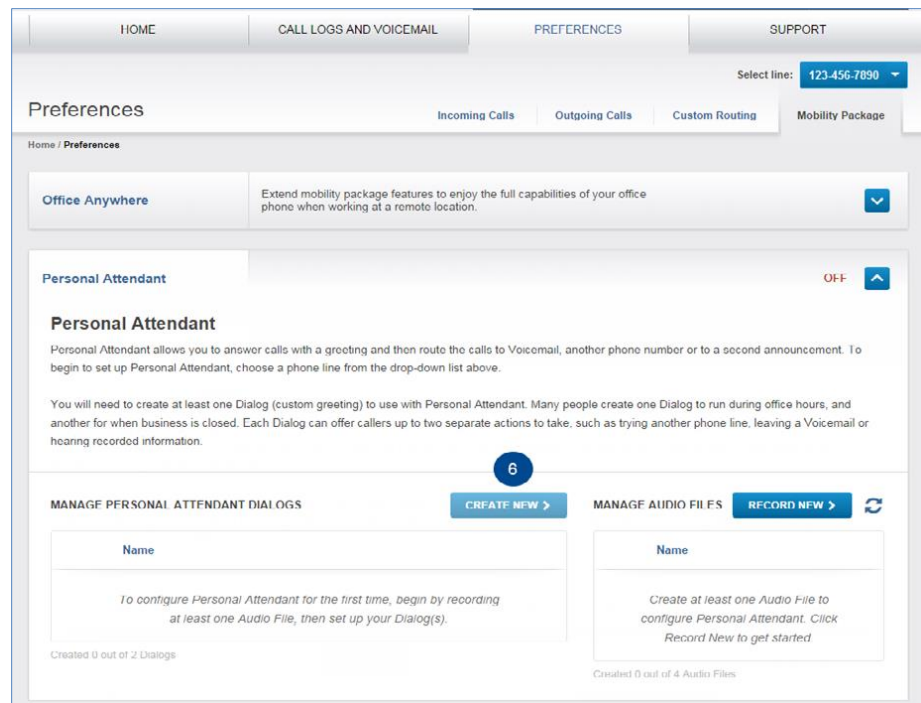
Name\*:

Description\*:

Cancel CALL ME

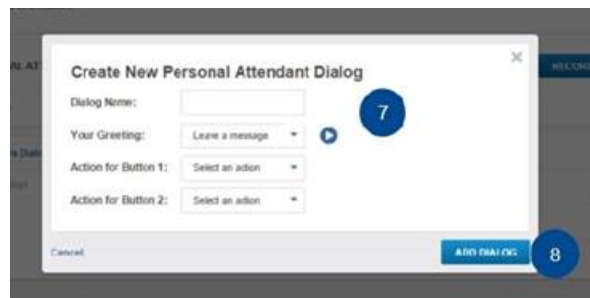
**Figure 51** Record a New Audio File

3. First, enter a **Name** and short **Description** for the new audio file. This information will show up throughout Personal Attendant to help you easily locate the audio file later.
4. When you are ready to record the audio file, select **Call Me**. The phone line you selected in Step 1 will ring. Simply follow the voice prompts to record your audio file.
5. Now that your audio file is recorded, you can create up to two dialogs (custom greetings) to help manage your calls via the Personal Attendant feature. Many people create one dialog to run during office hours and another for when business is closed. Each dialog can offer callers up to two separate actions to take, such as trying another phone line, leaving a voicemail or hearing recorded information.



**Figure 52** Create New Dialog

6. In the **Manage Personal Attendant Dialogs** section, select **Create New**. The Create New Personal Attendant Dialog box opens.



**Figure 53** Create New Personal Attendant Dialog

7. Enter a dialog name.
  - Select a custom greeting from the drop-down menu (use the play button to review your message, if desired).
  - Designate an action when the caller presses Button 1 and Button 2, respectively.
8. Select **Add Dialog** to apply your settings.

---

# Appendix

## Voice Manager Feature Activation List

Feature Name	Enabled Automatically	Enabled By:	User Enabled or Modified
<b>Incoming Calls</b>			
Anonymous Call Rejection		Admin	✓
Call Forward		Admin	✓
Call Forward Busy		Admin	✓
Call Forward No Answer		Admin	✓
Call Transfer	✓	Admin	
Call Waiting		Admin	
Custom Ring		Spectrum Account Rep	
Do Not Disturb (DND)		Admin	✓
Selective Call Forwarding		Admin	✓
Selective Call Rejection		Admin	✓
<b>Outgoing Calls</b>			
Account Codes (Non-Verified)		Admin	
Account Codes (Verified)		Admin	
Call Logs		Admin	
Call Return		Admin	
Custom Caller ID		Admin	
Hotline		Admin	
Last Number Redial		Admin	
Speed Dial	✓	Admin	✓
Suspended Line		Admin	
Three-Way Calling	✓	Admin	



Custom Ring, Account Codes, Hotline and Suspended Line are available to customers who connected prior to 2017.

Feature Name	Enabled Automatically	Enabled By:	User Enabled or Modified
<b>Custom Routing</b>			
Auto Attendant		Admin	
Call Scheduler		Admin	✓
Circular Hunting		Admin	
Sequential Hunting		Admin	
Uniform Call Distribution Hunting		Admin	
<b>Business Group Package</b>			
Extension Dialing		N/A	
Call Hold		Admin	
Call Park and Retrieve		Admin	
Directed Call Pickup		Admin	
<b>Mobility</b>			
Simultaneous Ring		Admin	✓
Sequential Ring		Admin	✓
Office Anywhere		Admin	
Personal Attendant		Admin	✓
<b>Features Not Included in a Group</b>			
Caller ID	✓	Spectrum Account Rep	
Caller ID Blocking Per Line		Spectrum Account Rep	
Inbound/Outbound Call Restrictions		Spectrum Account Rep	
Intercept Message		Spectrum Account Rep	
Remote Call Forward		Spectrum Account Rep	
Voicemail: Single Mailbox		Spectrum Account Rep	✓
Voicemail: Group Mailbox		Spectrum Account Rep	✓
Voicemail: Shared Mailbox		Spectrum Account Rep	✓



Office Anywhere, Personal Attendant, Inbound/Outbound Call Restrictions, and Group and Shared Mailboxes are available to customers who connected prior to 2017.

## Additional Information

For additional information or assistance, or to purchase additional features, contact your Spectrum Business Account Executive or call 1-800-314-7195.