Getting Started

with the

Time Warner Cable Business Class

Voice Manager

A Guide for Administrators
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How to Use This Guide

This is the “getting started” guide for administrators of the Time Warner Cable Business Class Voice Manager, which is a self-service tool for efficiently managing and using your advanced voice services. Voice Manager has been designed to provide quick and easy access to the functions you need, but there are several steps that you as an administrator will want to follow when getting your organization started—for example, creating users, assigning lines, and setting up features.

The guide is divided into three sections:

**Voice Manager Access**
This section describes how to create your first administrator Voice Manager account and log in to the Voice Manager.

**Getting Started Process**
This is the largest section of the document, divided into six subsections.

**Ongoing Administration**
This section is intended as an additional reference for general administrative tasks.

In addition to the guide for Voice Manager administrators you are reading now, Time Warner Cable Business Class has also published a *Getting Started Guide* tailored specifically for end users. End users can utilize Voice Manager to listen to voicemail, plus manage and configure their voicemail settings and other features. We recommend distributing the end user guide to the people in your organization who will utilize the Voice Manager to manage their voice features and voice mailboxes.
Voice Manager Access

Create Administrator Account

If you are setting up a new voice services installation for your organization, the first thing you need to do is create the first administrative user account in the Voice Manager. All of the steps described in the “Getting Started Process” sections later in this guide will require you to have entered your customer information and established access to Voice Manager. To perform this process you will need the following information:

- An active e-mail address where you will receive a confirmation e-mail during the account creation process
- Your organization’s ZIP code as registered with Time Warner Cable Business Class
- Your Time Warner Cable Business Class account number
- Your 4 digit customer code, which you should have received as part of your initiation process

**NOTE:** Contact your local Time Warner Cable billing office if you do not have your customer code.

In addition, during the process you will be asked to create these other pieces of information:

- Voice Manager username
- Voice Manager password
- Two security questions, with questions and answers of your choosing

The steps to create your Voice Manager administrator account are as follows.

1. Enter the address [http://myaccount.twcbc.com](http://myaccount.twcbc.com) into your web browser. You should be presented with a login screen like the image below.

![Voice Manager login screen at myaccount.twcbc.com](image)

**Figure 1: Voice Manager login screen at myaccount.twcbc.com**
2. Click the **Create Account** link in the lower right area of this screen. This will take you to a screen like the one below.

![Create Your Account](image)

**Figure 2: Starting point of the account creation process – use business ZIP code registered with TWCBC**

3. Enter values into the **E-mail Address** and **ZIP Code** fields. Double check that your e-mail is spelled correctly. Use the 5-digit ZIP code that is registered with Time Warner Cable Business Class.

4. Click the **Continue** button, which will lead to a screen like the one below.

![Verify Your Email Address](image)

**Figure 3: E-mail verification message – check your e-mail spam folder if you do not see the e-mail shortly**
5. The e-mail should look something like the following:

```
Welcome to Time Warner Cable Business Class My Account.

Please use the following link to complete your registration process:
https://login.timewarnercable.com/passwordhelp/commercial/CreateAccount.aspx?
sessionkey=72D9CDEC-7A6B-FC8A-D4D2-8644B658584A

For security reasons, you must respond within 72 hours. After 72 hours, you will need to start the registration process again.

Thank You,
Time Warner Cable Business Class
```

Figure 4: E-mail validation - must use link to return to Voice Manager within 72 hours

6. Close the browser window or tab where you had the Voice Manager open.

7. Click the link embedded in the validation e-mail. You should be taken to a page like the one below.

![Account information screen loaded from link in validation e-mail – showing only top half of the screen](image)

Figure 5: Account information screen loaded from link in validation e-mail – showing only top half of the screen

8. Notice that your **E-mail Address**, **ZIP Code**, and **Location** have been set at the top of the screen. Verify that these are correct.
9. Enter your Time Warner Cable Business Class **Account Number** from your last TWCBC invoice.

10. Enter your Time Warner Cable Business Class **Customer Code** from your last TWCBC invoice.

   **NOTE:** If you do not know either your account number or customer code, you have 72 hours to complete this form after the time that you clicked Continue in step 4. Please call your local Time Warner Cable billing office to obtain this information.

11. Enter a unique **Username** that you will use whenever you log in to the Voice Manager. Many people use their e-mail address, which is easy to remember and likely to be not already used by another user.

   **NOTE:** Your username must conform to the following rules:
   - Must be between 5 and 64 characters long
   - Cannot use certain special characters
   - Cannot contain spaces
   - Cannot contain objectionable or prohibited words

12. Enter the same password value in the **Password** and **Confirm Password** fields.

   **NOTE:** Your password must conform to the following rules:
   - Must be between 8 and 16 characters long
   - Must contain letters and numbers only
   - Must start with a letter
   - Must contain at least one number
   - Cannot match your username
   - Cannot have any character repeated 4 times in a row

The bottom half of the Complete Account Setup page is continued below.

![Figure 6: Account information page loaded from link in validation e-mail – showing only bottom half of the page](image-url)
13. Define your own questions and answers for **Security Question 1** and **Security Question 2**.

- Security questions are used to verify your identity when resetting your password or e-mailing your user ID.
- These questions are unique to you and should be things you can easily remember, but that are not easy for others to guess.
- Be sure to capitalize, punctuate, and spell your answers the way you are most likely to type them in again later.

14. Read the **Terms and Conditions**, and if you agree, click the **I accept** check box.

15. When you have completed the form, click the **Continue** button. You should see a screen like the one below.

![Congratulations – your account has been created](image)

**Figure 7: Account created successfully – continue to log in to the Voice Manager**

16. Click the **Login** button and proceed to the next section of this guide.
Voice Manager Login

Access to the Voice Manager requires secure authentication using a username and password unique to each user. If you do not have a username and password, please see the previous section, “Register.”

1. Enter the address http://myaccount.twcbc.com into your web browser. You should be presented with a login screen like the image below.

![Voice Manager login screen at myaccount.twcbc.com](image)

2. Enter your username and password into the Username and Password fields.

   **NOTE:** You may also use the Forgot Username? andForgot Password? links if you are having trouble remembering your username or password.

3. Click the Remember Me checkbox if you are using a private computer and wish the Voice Manager to remember your username for a future login.

4. Click the Login button. The screen will look like the image below while your information is authenticated by the server.

![Animated status indicator during login process.](image)
Voice Manager Admin Mode

When you login as an administrator, your default Home page will resemble the end user mode Home page. However, as you can see in the screen image below, two differences are apparent:

- First, an administrator is often assigned multiple lines and mailboxes, so their Home page will often contain a lot more information than an end user.

- Second, an administrator’s Home page has a link called **Switch to Admin Mode** located in the upper right. Non-administrators do not see this link.

The Time Warner Cable Business Class Voice Manager can operate in two different “modes”: **User Mode** and **Admin Mode**. Most Voice Manager users are limited to User Mode and will not know about the Admin Mode. Administrators, however, have access to both modes and will often switch back and forth between them. User Mode is for when you need to manage the lines and mailboxes that have been assigned to you directly (since you too are a user of the system). When you switch to Admin Mode, your scope expands to include *all* users, lines, mailboxes, and features for your organization’s voice features.

As shown in the next image, when you click the **Switch to Admin Mode** link, the portal will reload, changing the menus and other information to reflect a global view of your Time Warner Cable Business Class account—not just your lines and features. Instead of a “Home” page, there is an **Overview** page that displays general account information such as the account address, phone lines, and purchased features such as voice mailboxes. Notice the **Switch to User Mode** link in the menu in the upper right area of the screen.
In addition to the Overview page, the following portal areas are available through the tab-based menu in the upper left portion of the screen:

**Global Phone Settings**  Here you can view and change settings for all of the phone lines of your account

**Manage Users**  Here you can add, edit, suspend, or delete Voice Manager user accounts

**Billing Overview**  Here you can view and usage information for all of the lines on your account

**Pending Changes**  Here you can view saved changes and submit them to complete your changes.

Sometimes as you work in Admin Mode, you will be switched back to User Mode when you drill into certain functions, such as the mailbox for an individual line. You can always get back to Admin Mode using the **Switch to Admin Mode** link.

**NOTE:** As with most web-based applications, you want to be careful using your browser’s Back button in the Voice Manager if you have been filling out screens, changing settings, and clicking the **Save** or **Submit** buttons. It is usually best to limit your navigation to clicking the menu options, links, and buttons inside the Voice Manager, and do not use the Back button in your browser to navigate.
Getting Started Process

The next six sections of this guide are organized around a series of steps designed to help you achieve a smooth and efficient rollout of your new Time Warner Cable Business Class advanced voice services. The process covers not only the use of the Voice Manager to perform setup tasks, but also includes additional suggestions for planning, organizing, and communicating with your user base.

The diagram below is used at the beginning of each section to remind you of the process.

As depicted in the diagram, there are six steps in the process:

Step 1: Organize Lines, Users, and Features
Step 2: Configure Global Phone Settings
Step 3: Prepare User Communication
Step 4: Add Users and Assign Lines
Step 5: Set Up Advanced Options
Step 6: Review Account Overview and Global Settings

This process assumes a new administrator is setting up a Time Warner Cable Business Class voice services installation for the first time. However, the background material, step-by-step instructions, and other information contained in these sections should still be beneficial if that is not your exact situation. For example, you could be taking over for a previous administrator. If everything in Voice Manager is already set up, you of course will not need to follow the getting started process. However, following along with the steps in this guide should help you understand the Voice Manager and your TWCBC voice services—and also give you a chance to verify that everything in your account is configured correctly.
Step 1: Organize Lines, Users, and Features

In this section we will describe a process for planning the initial setup of your phone lines, mail boxes, and users, as well as important features such as account codes and hunt lists. As you will see, this process involves sitting down in front of a piece of paper, or perhaps a spreadsheet, and thinking through a few things. The more people you have in your office, the more important this step is. There are at least four reasons for you to consider this step before you start actually using the Voice Manager to enter information (which you will start doing in Step 2):

- You will maximize the efficiency of entering users, assigning lines, and setting up features.
- You will create an opportunity to consider which features your organization will use and how.
- You will create an opportunity for others to review your plan for setting up lines and features.
- You will minimize the questions and misunderstandings as your users adapt to a new system.

During the organization process, you will be making up to five lists—three of them being optional, depending on which voice features you plan to use:

1. Create your Line List, which includes each of your Business Class Phone lines and key settings that are or will be applied to each of those lines, such as voice mailboxes, hunt groups, and account codes.

2. Create your People List, which is a list of all of the people in your organization who will have a Voice Manager user account and be assigned phone lines and voice mailboxes. This is also a good place to track people who will be sharing phone lines. Organize your list according to a scheme that makes sense for your organization. For example, you may want organize your list by department, client, or job function.

3. If you plan to use Hunting, you may create your Hunt Groups List. A hunt group is a list of phone lines that share responsibility for incoming calls to a certain number, which minimizes the chance that an incoming call will go unanswered, or roll to voicemail. This master list of hunt groups would map to the hunt group assignments in your Line List. The Voice Manager allows you to have a certain number of hunt groups based on your overall number of lines.

4. If you plan to use Account Codes, you may create your Account Codes List. Account codes are digits that people dial before the phone number they are calling, which allows tracking calls by project, department, individual, or any other method used by your organization. This master list of account codes would map to the account code settings in your Line List. The Voice Manager allows you to create your own account codes, and each line can have a different setting for how (and if) account codes should be required.

5. If you plan to use Group Mailboxes, you may create your Group Mailbox List. A group mailbox is a collection of mailboxes which can be accessed by dialing the associated telephone number. Callers then select which sub-mailbox they want. This master list of group mailboxes would map to the line and...
mailbox assignments in your People List. The group mailboxes you have available are those that were created for you by TWCBC. It’s a good idea to write down the purpose of each group mailbox, which will influence which users you will assign to which mailboxes.

Some people may choose to merge the Line List and People List into a single list, especially if the number of people and phone lines you are working with is relatively small.

**Line List**

In the example **Line List** below, we are tracking our intended settings for each line, in particular to whom each line will be assigned, whether the line will participate in any hunt groups, and how account codes should be treated. In this example, we are also noting the user(s) to whom we intend to assign the line.

<table>
<thead>
<tr>
<th>Line</th>
<th>Assigned To</th>
<th>Has Mailbox</th>
<th>Hunt Group</th>
<th>Account Codes Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>(123) 456-1111</td>
<td>Juanita S</td>
<td>Yes</td>
<td>Sales</td>
<td>Verified codes required</td>
</tr>
<tr>
<td>(123) 456-2222</td>
<td>Bill M, Susan R</td>
<td>Yes</td>
<td>Sales</td>
<td>Non-verified codes allowed</td>
</tr>
<tr>
<td>(123) 456-3333</td>
<td>Sanjay T</td>
<td>Yes</td>
<td>Customer Service</td>
<td>Non-verified codes allowed</td>
</tr>
<tr>
<td>(123) 456-4444</td>
<td>Common Sales Line</td>
<td>Yes</td>
<td>None</td>
<td>No account codes</td>
</tr>
</tbody>
</table>

**Figure 13: Example Line List showing lines with assignments and settings**

**NOTE:** As you will see in the next section, we also record the line-to-user assignment in the People List. It is useful to have it in both places, but it also means we have to update it in both places—go with the method that works best for you.

**People List**

The main purpose of the People List is threefold:

1. To create a list of the users you will create in the Voice Manager (Step 4)
2. To plan in advance which primary phone line each user will be assigned
3. To think through groupings of users and relationships between users, so as to plan in advance things like multiple line assignments, hunt groups, group mailboxes, etc.

Your People List might be simple, or a little more complex, depending on your needs. For example, you may only need to record each user’s primary line assignment. If your needs are more complex, however, your People List might look something like the example below.
Notice that each person is assigned a "primary line," which simply means the main phone number they will be assigned. Each person may also be assigned one or more "secondary" lines, which are additional numbers to which users will be assigned, often so that they will be able to access the voice mailboxes of those lines.

This example is not intended to be the ultimate example—each organization’s needs will be a little different. In this case, the list reflects the following priorities:

- A need to consider users organized by department (in this case, showing only the Sales department)
- A need to reflect intra-department relationships and roles
- A need to reflect explicit job-sharing arrangements

This People List example could have also included mappings to hunt groups or group mailboxes, or could have been organized a different way. The main point is to think through how to utilize and allocate your voice services resources so that you can quickly and efficiently enter this information into the Voice Manager in later steps.

Some other things to notice in this example spreadsheet:

- Juanita is the supervisor in this group, and as such as been assigned to all of the lines of her subordinates (this is not required, but it does ensure that Juanita has access to her subordinates’ voice messages and line settings if needed).
- Bill and Susan are sharing a job, perhaps working different shifts, and as such are sharing the same primary phone line.
- Sanjay also works in the Sales department, but he has been assigned his own dedicated primary line (in this example there is no job sharing arrangement with Sanjay).
- Bill and Susan are assigned to Sanjay’s line as a secondary line so that they can back up Sanjay when he is away. Similarly, Sanjay is assigned to Bill and Susan’s shared line so he can back them up.
One of the phone lines has been designated as a “common sales line,” meaning there won’t be an individual person assigned as the primary owner for that line. Notice how everyone in the group has been assigned to this line.

**NOTE:** We could also create a hunt group to ensure that all members of this department will receive unanswered calls to the common sales line.

### Hunt Group List

In the example **Hunt Group List** shown below, notice that the list contains four lines, even though we are only using two of them. This is intended to reflect the fact that the Voice Manager will make a certain number of hunt groups available (four in this example), depending on the number of Business Class phone lines on your account. You can choose to enable or not enable them according to your need. A hunt group is enabled once you configure it with a “pilot number” and one or more additional numbers that will receive any unanswered calls to the pilot number.

<table>
<thead>
<tr>
<th>Hunt Group</th>
<th>Pilot Number</th>
<th>Pilot Number Assigned To</th>
<th>Hunt Sequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(123) 456-0101</td>
<td>Inside Sales</td>
<td>John S, Sue P, Logan H, Lorena M</td>
</tr>
<tr>
<td>2</td>
<td>(123) 456-0202</td>
<td>Customer Service</td>
<td>Kathy K, Peter D, Kwan T, Dwayne J</td>
</tr>
<tr>
<td>3</td>
<td>Not used</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>4</td>
<td>Not used</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Figure 13: Example Hunt Group List, reflecting plan to use only two of the available four hunt groups

Note: Each Business Class phone line can be a member of only one hunt list.

### Account Codes List

Account codes are dialing codes that can be enabled for some or all phone lines so that outgoing phone calls can be tracked, often for purposes such as cost control or client billing. You may specify that account codes be used for long distance calls only, or for both local and long distance calls. We discuss account codes in more detail in “Step 5: Set up Advanced Options.”

Below we have included an example **Account Codes List**.

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
<th>Display On User Home Page?</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>Accounting Dept</td>
<td>Yes</td>
</tr>
<tr>
<td>456</td>
<td>Sales Dept</td>
<td>Yes</td>
</tr>
<tr>
<td>789</td>
<td>Customer Service Dept</td>
<td>Yes</td>
</tr>
<tr>
<td>999</td>
<td>Operations Dept</td>
<td>Yes</td>
</tr>
<tr>
<td>987</td>
<td>Executive Management</td>
<td>No</td>
</tr>
</tbody>
</table>

Figure 16: Example Account Codes List, using 3-digit account codes, organized by department

In this particular example, we are using 3-digit codes, and we have organized the codes by department. We could have also chosen to use more digits, and we could have organized them around something else, such as...
by client, by project, by the reason for making the call, etc. Notice in the example “Executive Management” code that it is possible to “hide” certain codes by not having them displayed on the user home page.

**Group Mailbox List**

A group mailbox is collection of mailboxes which can be accessed by dialing a single phone number. Callers then select which sub-mailbox they want. Each sub-mailbox has a unique box number and password. When you have progressed to “Step 4: Add Users and Assign Lines,” you will have the chance to optionally assign each user to a group mailbox (see also “People List”).

The group mailboxes you have available are those that were created for you by Time Warner Cable Business Class. They will be listed on the Voice Manager **Overview** page, which is visible when in Admin Mode. The phone number is the number that you would call to access that mailbox, and the number that appears after the phone number is the number of a specific mailbox inside that group mailbox.

We have included an example **Group Mailbox List** below. We record what the intended use for each mailbox is, which will aid us in the future step of assigning group mailboxes to some or all users. This list also gives us documentation that we can use to communicate to the rest of the organization.

<table>
<thead>
<tr>
<th>Group Mailbox #</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>(123) 456-7777-1</td>
<td>Inside Sales – John</td>
</tr>
<tr>
<td>(123) 456-7777-2</td>
<td>Inside Sales – Kathy</td>
</tr>
<tr>
<td>(123) 456-8888-1</td>
<td>Customer Service – Lorena</td>
</tr>
<tr>
<td>(123) 456-8888-2</td>
<td>Customer Service – Kwan</td>
</tr>
</tbody>
</table>

![Figure 17: Example Group Mailbox List, showing purpose of each mailbox](image-url)

One thing to be aware of is the difference between a “group mailbox” and a “shared mailbox” (also known as “group voicemail” vs. “shared voicemail”). These features are similar, but are designed for different purposes.

**Group mailbox** is where a single phone line is configured with multiple mailboxes. This allows multiple people to share a line, but each have their own voice mailbox. Each user sharing that phone line/number is assigned to one of the mailboxes in the group for that line.

**Shared mailbox** is where a single voice mailbox is shared by multiple users. Using a shared mailbox is the primary way for giving users in your organization access to voicemail without assigning them to an actual line.
Step 2: Configure Global Phone Settings

Before you start adding users and assigning them to phone lines (Step 4), and before you start communicating to those users about the process (Step 3), it is a good idea to ensure that the “global” settings for all phone lines are set appropriately. This not only allows you to communicate to everyone in advance which features are available, but also minimizes the number of changes you will have to make after the rollout to all of your users. The “global settings” includes many voice features, some of which you are probably already familiar to you, such as call waiting, call forwarding, and speed dial. As an administrator, it is your responsibility to enable/disable and configure these features so that individual users and phone lines will have what they need.

1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Global Phone Settings** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Review each of the features listed in the **Feature Setup** area in the top portion of the form.

**NOTE:** You will see different features listed on this screen depending on which advanced voice services features you have purchased from Time Warner Cable Business Class. If a feature is missing which you believe should be on this list, please contact your local sales office.

The **Feature Setup** area includes features that can be configured in detail using a separate form, in contrast to the Feature Selection area, which contains mainly features that are simply turned on and off. Notice the triangle shapes next to the **Edit** links in the **Feature Setup** area, in contrast to the “+” sign shapes next to the **Edit** links in the **Feature Selection** area.

The **Feature Setup** features are covered in “Step 5: Set Up Advanced Options,” including Account Codes, Auto Attendant, and Hunting (Hunt Groups). You may decide to wait until Step 5 to work with these features and concentrate mainly on the **Feature Selection** list.
3. Review each of the features listed in the **Feature Selection** area.

- Notice how each feature indicates that it is either **On** or **Off**.

- Please note that **On** may indicate the feature is enabled only for certain phone lines.

![Figure 19: The bottom half of the Global Phone Settings screen, showing the Feature Selection list](image)

4. Click the **Edit** link next to any feature to view the current setting.

5. Use the area that appears below the feature to change the setting if you wish. Some settings can be enabled and disabled on a line-by-line basis, as in the **Call Transfer** example shown below.

Notice how the “+” symbol has changed to a “-” symbol. If you do not make any changes, you can click the **Edit** link again to collapse the section without making any changes.

![Figure 14: The Call Transfer feature with its selections expanded by a click on the Edit link - feature is enabled only for certain lines](image)
6. If there are any features you do not recognize or understand, try hovering your mouse cursor over the small “i” icon next to the feature name, as shown below. The tip that appears will explain the feature briefly.

**NOTE:** You can also find information about specific features in the online help section within the Voice Manager. Look for the Help link in the upper right.

![Figure 15: Example of a floating tip that explains the feature – hover mouse cursor over “i” icon next to the feature name](image)

7. If you made changes to any features in the **Feature Selection** area, be sure to click the Save button at the bottom of the screen.

8. At any time, now or after you have made additional changes, you may use the Submit button in the **Pending Changes** area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.
Step 3: Prepare User Communication

This is an optional step in the getting started process that will need to be tailored to your situation and your user audience. The idea of a user communication at this point is to ensure a clear understanding and a smooth transition for users who are new to Time Warner Cable Business Class advanced voice services and to the Voice Manager. You can decide exactly what form your user communication takes, and who in your organization actually distributes the communication.

In some organizations, a quick e-mail from you or your manager may work. In other organizations, a printed memo from the Human Resources department or the CEO might be more appropriate. Some organizations might choose to have a company meeting first, where people can ask questions. Regardless of what form your communication takes, we recommend you consider the following:

- Your users may not be aware that a change to the phone service is about to take place
- Users may not understand certain features and policies such as shared phone lines, group mailboxes, hunt groups, account codes, and group speed dial
- Users may not be aware of the differences between the voice service you may have been using before and Time Warner Cable Business Class
- You may want to inform users of which features, such as call waiting and speed dial, are available for their use
- You may want to make a copy of the “Getting Started Guide for Users” available to your user community before users start receiving their Voice Manager invitation e-mails

An important timing consideration to keep in mind is that if you have a large number of user accounts to add, it may take some time to go through the steps to add them all. This means that there could be a “trickle” effect, where the last user is added some time after the first user. If you are going to add users during normal business hours, where people are likely to see their invitation e-mails right away, then you may wish to add to your communication some information about the order in which user accounts will be created.
Step 4: Add Users and Assign Lines

With Step 4 you return to the Voice Manager and begin the rollout process. At this point, you have accomplished three things:

1. You have a list of the users you need to create, with the phone lines, mailboxes, and features they will be assigned.
2. You have configured your global phone settings

You are at step 4 of the getting started process for administrators, where you can start putting people and voice services together.

First, some information about users that might be helpful:

- Creating a user is not the same thing as creating a phone line.
- Phone lines are created for you by your Time Warner Cable Business Class voice services representative.
- At any given time your organization may have some phone lines that are not assigned to any users.
- Users are created by you, your organization’s voice services administrator, using the Voice Manager. A user can exist in the system without being assigned to any phone lines.
- Given the above, there can be more users than phone lines at any given moment, and vice-versa. In other words, you could have users who have not been assigned a phone line, and you could have phone lines that have not been assigned to a user.
- There is no limit to the number of users you can create, but you will only have the phone lines that have been created for you by your Time Warner Cable Business Class voice services representative.
- You can assign multiple users to a single phone line.
- You can also create users with access only to a Group Voicemail box or a Shared Mailbox (if your organization is using the Group Voicemail or Shared Voicemail services).
- A user’s phone line and voicemail is active and available as soon as the service is installed by TWCBC. This is separate from that user’s Voice Manager account.
- A user can use his or her voice services (phone and voicemail) via the phone system, even if they have not yet activated their Voice Manager account.
- New users will receive two e-mails when you have saved their new account in the Voice Manager: one titled Welcome to TWCBC Registration – Link and another titled Welcome to TWCBC Registration – Registration Code. The former contains a link to a registration screen in the Voice Manager, and the latter contains a code that the user must enter into that screen in order to activate their Voice Manager account.

To start creating users, log in to the Voice Manager using your administrator username and password. From the Home page, click the Switch to Admin Mode link. When the portal has converted to Admin Mode, click the Manage Users tab in the upper left portion of the screen. This should take you to a screen like the one you see below:
Here you see a **Manage Users** screen for an organization that is just getting started. The only user that exists so far is the administrator user himself, Teddy Tester. As you can see, Teddy has assigned himself a phone line and three different group mailboxes. When logged in as the administrator, you can edit your own user settings by clicking the **Edit** link for your user name. This is different than clicking the **My Profile** link in the menu at the top of the screen (not shown in the screen image above).

![Figure 22: Manage Users screen](image)

At this point, you might be consulting your list of users and line assignments, going one by one through the list to create each user. As you will see, you can assign lines and mailboxes immediately during the process of creating the users. To create a new user, click the **Add User** button. You will be taken to a screen like the one shown in the image below, which we have filled in with some sample data. Be sure to use the correct e-mail address, since this is the address where the user will be sent the invitation and registration code e-mails.

![Figure 23: Add User screen](image)
When you click the **Save** button on this screen, the user account will be created on the server, and you will be taken to the **Edit User** screen for the new user you just created, shown below. Here we can see the information we typed into the first screen, plus new areas where we can assign lines and group mailboxes to this user.

Figure 24: Edit the User screen, with phone line and group mailboxes assignment options.

To assign a line or mailbox, choose one from the list and hit the corresponding **Assign** button. In the screen snippet below, you can see that the line has been assigned to the user. You can click **Edit Call Settings** to view and configure line-specific features, which is covered in the “Verify Your Lines” section in the “Getting Started Guide for Users.”

Figure 25: Assign Phone Line screen
As this point, you can click the **Save** button and move to the next user on your list. When you have added all of your users, and assigned all of your lines and mailboxes, you are almost finished.

In the next section, “Set Up Advanced Options,” you will set up optional features such as Auto Attendant, Hunting and Group Speed Dial. Finally, in the last section “Review Account Overview and Global Settings,” you will take one last look at your work to complete the getting started process.
Step 5: Set up Advanced Options

It is now time to configure advanced options, such as Auto Attendant and Group Speed Dial. These are global features which potentially affect all of your Business Class Phone lines, so we recommend that you configure these options as soon as possible.

The options we will cover in the sections that follow are:

- Auto Attendant
- Group Speed Dial
- Hunt Lists
- Account Codes

Auto Attendant Setup:

The Auto Attendant feature allows you to designate a telephone number to be automatically answered with a user-defined menu. Calls are redirected based on the option selected by the caller. Up to two Business Class Phone numbers per account can have Auto Attendant. There are two steps required for you to complete the setup of your Auto Attendant for the first time:

1. First, establish the menu options and their destination phone numbers by following the steps below labeled, “Auto Attendant Setup”.

2. Second, record the menu greetings in your own voice using your Business Class Phone. Follow the instructions below labeled, “Recording Menu Greeting Instructions.”

Auto Attendant:

1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Global Phone Settings** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Locate the **Auto Attendant** feature in the **Feature Setup** area (top half of the list).

3. Click on the **Edit** link next to the feature name. You will be taken to a screen like the one below.
4. Click the **On** radio button on the **Auto Attendant** main screen.

5. Click the radio button for **Always** or **Only at Specific Times** for when you want the Auto Attendant menu to play. (If you select the latter you must also complete the additional section to set the times.)

6. Select the number of rings callers will hear before the menu plays using the up and down arrow key. If you select 0, the menu will begin playing as soon as the call connects.

7. Determine which buttons you want callers to use.

8. On each menu selection, select the action you want the application to take when a caller presses the corresponding number. The choices are:
   (1) BCP number
   (2) BCP mailbox
   (3) Dial by name
   (4) Dial by extension
   (5) Transfer to phone number
9. For **BCP Number** and **BCP Mailbox**, choose the phone number from the drop down list.

10. For **Dial by Name**, complete the **Dial by Name Directory** entries by clicking edit and adding numbers to the member list. Click **Save** to return to the main **Auto Attendant** screen.

![Edit Member List screen, which controls the Dial by Name directory](image)

11. When finished setting up your **Auto Attendant**, click the **Save** button at the bottom of the screen.

12. At any time, now or after you have made additional changes, you may use the **Submit** button in the **Pending Changes** area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.

We recommend coming back to test all of the options you configured *after* you have recorded the greeting (see next set of instructions).

**Recording Menu Greeting Instructions:**

1. Using the Business Class phone line that you associated with the Auto Attendant in the previous instructions, call the Business Class phone telephone number.

2. You will be prompted to set up the Auto Attendant application. The first voicemail greeting that you hear will be what is played when Auto Attendant is "Off."

3. After setting up the default greeting, you will be prompted to set up the remaining greetings. You always have the ability to re-record.

4. Keep a record of what you set up using the online application (or keep the screen open while you do this task). Many people find it helpful to write down what they want callers to hear for each option before they record.

One additional tip: For any lines, to which the auto attendant will direct calls that are subscribed to voicemail, be sure to record a greeting and name for each voice mailbox. You can do this yourself, or ensure that the owner of each line has completed this task so that callers will hear the name in the owner’s voice when callers select their line from the main menu.
Group Speed Dial

The **Group Speed Dial** feature allows you to set up a series of two-digit speed dial codes for phone numbers that are dialed frequently by members of your organization. This is in addition to the **Speed Dial** feature that you can enable for individual phone lines, which allows each user to create a unique speed dial list for his or her line. **Group Speed Dial**, as the name implies, is shared across all your Business Group Business Class Phone lines. Follow these steps to create your **Group Speed Dial** numbers:

1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Global Phone Settings** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Locate the **Group Speed Dial** feature in the **Feature Setup** area (top half of the list).

3. Click on the **Edit** link next to the feature name. You will be taken to a screen that allows you to define your **Group Speed Dial** list.

4. Enter a different phone number for each available two-digit code you plan to use. See screen image below.

5. Click the **Save** button when you are done.

6. At any time, now or after you have made additional changes, you may use the **Submit** button in the **Pending Changes** area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.

![Figure 28: The Group Speed Dial screen – with one two-digit code created.](image)
Hunt Groups

A Hunt Group (also known as a Hunt List) is a group of numbers which share responsibility for incoming calls. Callers can dial one number, and if the line is busy, it will automatically roll to the next number specified by the hunting rules. Calls are distributed based on the order and type of hunting you specify. Each of your hunt groups can use a different kind of hunting. There are three types of hunting available to you: circular, sequential, and uniform call distribution.

Sequential and uniform call distribution types of hunting types utilize the concept of a “pilot number,” which is defined as the starting point for the hunting. The circular type does not use a pilot number. In addition, the ordering of the hunt list is only significant for two of the types, circular and sequential. The type of hunting you choose should be based upon your company’s needs. Below are some definitions and examples to help you decide:

**Circular Hunting** – When any phone number in the hunt group is dialed, and is busy, hunting will be invoked. The call will be routed to the next free telephone number in the group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Circular hunting would be appropriate for a group of people who perform similar or overlapping job functions, such as outside or inside sales, but where incoming calls to the individuals in the group are common. In this situation, there may or may not be a receptionist fielding incoming calls to a publicly published number. However, there is no Pilot Number in Circular Hunting.

Note that the order of the hunt list is significant with the circular type. The hunting logic will go to the “next free number” in the list. This allows you to create a prioritization; the person you want to be least likely to receive incoming calls from the hunt list should be at the end of the list.

**Sequential Hunting** – When the pilot phone number is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Sequential hunting would be appropriate for an office with a person such as a receptionist, operator, or dispatcher whose primary job is to accept, and possible redirect, all incoming calls. The sequential type ensures that this person’s phone will always ring first.

The primary purpose of the rest of the hunt list after the pilot number is to maximize the opportunity for the call to be answered. As with the circular type, since the hunting goes in the order of the list, you can prioritize the list according to who should be first in line to receive a call.

**Uniform Call Distribution** – When the pilot phone number is dialed, the call will be delivered to the most idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Uniform call distribution hunting would be appropriate for an office or department with a focus on customer service, inside sales, or the like. Often this type of group would be receiving calls from a single incoming number, such as a published sales or customer service number. There may or not be a receptionist who is monitoring the pilot number.
In this situation, every incoming call could be handled by anyone in the group, and the most important thing is for that call to be answered quickly. Likewise, there is a need to balance the load of incoming calls across the group as much as possible. Note that, except for the first number in the list being the pilot number, the ordering of the list is not significant.

Follow these steps to create your Hunt Lists:

1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Global Phone Settings** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Locate the **Hunting** feature in the **Feature Setup** area (top half of the list).

3. Click on the **Edit** link next to the feature name. You will be taken to a screen like the one below.

![Figure 29: Hunt Group main page – number of available groups depends on number of TWCBC lines purchased](image)

4. To create a new hunt group, click the **Edit** link for the first unused hunt group in the list. The image below shows the **Edit Hunt List** screen.
5. To add numbers to the hunt list, select the **Add to List** link. The image below is an example of a hunt list where the user has chosen **Sequential** for the **Hunt List Type**, and added four numbers to the list.
6. If you are defining a new hunt group, the first number you add to the list is significant because it will be the Pilot Number. The Pilot Number is the number that will trigger a “hunt” if a call to that number goes unanswered. Click the + Add to List link next to the number you want to be the Pilot Number from the Available Numbers list.

**NOTE:** The Circular hunting type does not use a Pilot Number.

7. After you have established the Pilot Number, use the + Add to List links to add more numbers to the list, in the order you want each number to be tried.

**NOTE:** The order of the numbers in the list is only significant for the Circular and Sequential types.

**NOTE:** Each Business Class phone line can be a member of only one hunt list.

8. Click the Save button when you are done.

9. At any time, now or after you have made additional changes, you may use the Submit button in the Pending Changes area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.

**Account Codes**

Account codes allow you to track calls by project, department, individual, or any other method used by your organization. Some organizations track all calls for all departments, others track all calls in only some departments, others track only domestic and/or international long distance calls. The Voice Manager allows you to configure settings on a line-by-line basis so that you can control how account codes are used.

Once you have established an account code list and assigned the lists to one or more phone lines on your account, callers will be prompted to enter a valid code when making phone calls. You can have only one account codes list, but you can define the codes and what they mean. There are two types of account codes:

- **Verified codes** are more restrictive; calls will not be completed unless a valid, active code is entered. There is no exception other than for local and emergency calls. Verified Account Codes are only valid on long distance calls (domestic and international). They are not applied to local phone calls.

- **Non-verified codes** are not checked when dialed. Calls can be completed if an incorrect account code or no account code is entered. Non-verified account codes apply to local, long distance, and international calls. With non-verified codes, you may press # after dialing the number to have the call placed immediately.

If you need to ensure that a valid account code is entered for every long distance call, select Verified Account Codes. If you want to allow users more freedom and it is not essential to have a valid code every time, select Non-Verified Account Codes. With both kinds of account codes, all lines can always make an emergency 911 call whether account codes are active or not (with no # sign).
1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Global Phone Settings** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Locate the **Account Codes** feature in the **Feature Setup** area (top half of the list).

3. Click on the **Edit** link next to the feature name. You will be taken to a screen like the one below.

   ![Figure 32: The Account Codes screen with no codes yet defined](image)

4. Choose the number of digits you want in the **Account Code Length** field—a number between 3 and 16.

   **NOTE:** The number of digits you choose for your account codes is largely dependent on how many codes you need. The larger the number of codes you will need, the more digits you should choose.

   **NOTE:** You may choose to display the account code list on each user’s home page by selecting **Yes** for that option.

5. Enter a number into the **Account Code** field. Then enter a recognizable identifier for the code in the **Name** field.

6. Click the **+ Add to List** button. You will see the new code added to the list. See below for an example of a list with four 3-digit codes.
7. Click the **Save** button when you are done adding codes.

8. After you have saved the account codes list the first time, you can return to the screen. You should see a new area of the page labeled **Phone Line Settings for Account Codes**, similar to the image below.

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**Figure 33:** The Account Codes screen with four 3-digit codes added to the list

**Figure 34:** The Phone Line Settings area of the Account Codes screen
9. Choose the account codes setting appropriate for each line. Click Save when you are finished.

   NOTE: Return to the beginning of this section for an explanation of verified vs. non-verified account codes.

10. At any time, now or after you have made additional changes, you may use the Submit button in the Pending Changes area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.
Step 6: Review Account Overview and Global Settings

The last step of the getting started process for administrators is simple: take a moment now that you are done to review the results of your efforts. This will ensure that you didn't miss anything. To do this, we suggest making a quick visit to two screens in the Voice Manager, both of them only available in admin mode: the **Overview** screen and the **Global Phone Settings** screen. These are available using the corresponding tabs in the upper left portion of the screen while in Admin Mode.

From the **Overview**, you can review a full list of your lines in the **Account Details** area of the screen. You can see the people assigned to each line, and which lines are as yet unassigned.

![Account Overview](image)

**Figure 35: Account Overview page**

From the **Global Phone Settings**, you can review a full list of your features and double check which ones are enabled, and if applicable, for which lines.
The next section “Ongoing Administration,” is an overview of tasks you will perform in your day-to-day administration of your Business Class Phone services.

Ongoing Administration

In this “Ongoing Administration” section we cover a selection of tasks that you may encounter during your initial setup process or in the future. These topics include:

- Suspend and delete users
- View call history
- Create an additional admin user

Suspend and Delete Users

As shown in the image below, once a user has been saved, you can return to the Edit User screen for that user, where two new checkboxes will be visible: Suspend this User and Delete this User. If you have any employees who go on an extended leave or terminate their employment you can use the suspend or delete settings to disable their access temporarily or remove their access permanently. If you are not sure whether you want to delete a user yet, using the suspend feature is the best option.
1. Log in to the Voice Manager, click the **Switch to Admin Mode** link, and navigate to the **Manage Users** tab. (See “Voice Manager Access” section earlier in this guide.)

2. Locate the user you wish to suspend or delete from the list. Click the **Edit** link associated with the user.

3. On the **Edit User** screen, locate the **Suspend this User** and **Delete the User** checkboxes.

![Suspend and Delete options available on the Edit User screen after the user has been saved the first time](image)

4. Click the **Suspend this User** checkbox if you wish to disable the user without actually deleting the user account.

5. Click the **Delete this User** checkbox if you wish to delete the user account completely.

6. Click the **Save** button when you are done.

7. At any time, now or after you have made additional changes, you may use the **Submit** button in the **Pending Changes** area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.

**View Call History**

Administrative users may use the Voice Manager as a gateway to a separate TWCBC management portal, Online Account Details, where you view the call history details for your phone lines. You can access this gateway by clicking on the **Billing Overview** tab in the Voice Manager administrative user interface, which will take you to a screen that looks like the one shown below.

![The Billing Overview screen in the Voice Manager - a gateway to view call usage details.](image)
It is important to be aware that clicking on the Go to Call Details link will take you out of the Voice Manager and into a different portal. This is why the Billing Overview screen contains a warning that you should Submit your Pending Changes before clicking on this link.

Create an Additional Admin User
As the primary Voice Manager Administrator user for your TWCBC account, you have the ability to designate one additional user as an administrator. Having two administrative users increases the coverage of administrative voice services functions in your organization in case one of the administrators is unavailable.

1. Log in to the Voice Manager, click the Switch to Admin Mode link, and navigate to the Manage Users tab. (See “Voice Manager Access” section earlier in this guide.)
2. Locate the user you wish to designate as an administrator from the list. Click the Edit link associated with the user.
3. On the Edit User screen, locate the Set as administrator checkbox.

![Set as administrator checkbox](image)

Figure 39: The Set as administrator checkbox appears in the Edit User screen – you may designate one additional administrator

1. Click the Set as administrator checkbox.
2. Click the Save button when you are done.
3. At any time, now or after you have made additional changes, you may use the Submit button in the Pending Changes area of the Voice Manager to commit the changes permanently. The changes will not be reflected in the system until you do this.