

Time Warner Cable Business Class Voice Manager

Quick Start Guide

Time Warner Cable Business Class Voice Manager is designed to make managing your Business Class Phone features easy and convenient. It is available from any Internet connection and the changes take effect in real-time.

Voice Manager features the following User and Administrator capabilities:

User

- Listen to voice messages online from any computer
- Set Call Forwarding from anywhere
- Get Caller ID information about incoming calls to your Business Class Phone telephone via AOL Instant Messenger

Administrator

- Add and remove features to any line on the account as needed (administrator function)
- View call history (administrator)
- Configure or update your Auto Attendant and Hunt Groups real-time from any internet connection (administrator)

Getting Started

As a Business Class Phone customer, Time Warner Cable Business Class provides you access to its Voice Manager portal free of charge so you can manage the features of your Business Class Phone service.

There are two levels of access in Voice Manager: administrator and user. Most Voice Manager users are limited to user mode and will not know about the Administrator mode. Account Administrators 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.

If you or your users require more detailed instructions than what is contained in this Quick Start Guide, you may access the *User Guide for Administrators* or the *User Guide for Users*. These documents can be accessed by logging into Voice Manager and clicking on the **Help** link. Once there, click on **Read instructions to get started** links under **For Users** or **For Administrators**.

Creating an 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. 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 user account creation process
- Your company's billing **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 process, or current customers can find this code on your TWCBC invoice

NOTE: Contact your local Time Warner Cable billing office if you cannot locate 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

Creating an Administrator Account (continued)

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

1. Enter the address **<http://myaccount.twcbc.com>** into your web browser.
2. Click the **Create Account** link in the lower right area of this screen.
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 billing ZIP code that is registered with Time Warner Cable Business Class.
4. Click the **Continue** button.
5. Close the browser window or tab.
6. You should have received an e-mail from TWCBC. Click the link embedded in the validation e-mail.
7. Notice that your **E-mail Address**, **ZIP Code**, and **Location** have been set at the top of the screen. Verify that these are correct.
8. Enter your Time Warner Cable Business Class **Account Number**.
9. Enter your Time Warner Cable Business Class **Customer Code**.

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.

10. 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.

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

Creating an Administrator Account (continued)

11. 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 four times in a row

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**, then, click the **I accept** check box.

15. When you have completed the screen, click the **Continue** button.

Creating an Administrator Account (continued)

Voice Manager Login

Access to 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.

1. Enter the address **http://myaccount.twcbc.com** into your web browser. You will be presented with a login screen.
2. Enter your user name and password into the **Username** and **Password** fields.

NOTE: You may also use the **Forgot Username?** and **Forgot 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 Voice Manager to remember your username for a future login.
4. Click the **Login** button.

Still need help?

Refer to the **Help** tab in Voice Manager. There you will find links to user guides, frequently asked questions, how to's and contact us. If you still need help, please call 1-866-441-2775.