



Business Class Phone User Guide

Features of Business Class Phone

Caller ID

When you receive a call, the name and telephone number of the person calling you is shown on your Caller ID display screen.

To use Caller ID:

1. When you receive a call, wait until your telephone completes the first ring.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your caller ID display screen.

Notes: Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

If a letter 'P' or 'Private' appears on your display after the first ring, the caller may have blocked the display of their name and number.

If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support caller ID services.

To block your information from appearing on a recipient's caller ID:

If you have a publicly listed name and number, you may make a call without identifying yourself by pressing *** 6 7** before placing your call.

To allow your information to appear on a recipient's caller ID:

If you have a private or unlisted name and number, you may still wish to reveal your identity to a recipient who blocks anonymous calls. To allow your information to appear on the recipient's telephone, press *** 8 2** before placing your call.

Call Waiting

A special tone alerts you to another incoming call if you are already using your phone. The caller will hear normal ringing.

To answer a waiting call:

When you are on the phone, a special tone tells you a second call is waiting.

Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up the phone.
2. Your phone will ring.
3. When you answer, you will be connected with the remaining caller.

To deactivate Call Waiting:

You may wish not to be interrupted during a call. To do this, you will need to deactivate Call Waiting.

Press *** 7 0** before placing your call.

When you hang up, Call Waiting will automatically reactivate for succeeding calls.

Call Waiting ID

Call Waiting ID lets you see who is calling, even when you are on another call. A special tone alerts you to a waiting call, while the Caller ID display unit shows you who is calling.

Anonymous Call Reject

Anonymous Call Reject allows you to block unwanted calls from callers who restrict sending their Caller ID information.

To activate Anonymous Call Reject:

Dial *** 7 7** to activate and wait for the confirmation tone. All unidentified calls will then be rejected.

To deactivate Anonymous Call Reject:

Dial *** 8 7** to deactivate this feature.

*Note: voicemail subscribers who activate this feature along with Caller ID Block (*67) must use their voicemail access numbers, rather than their telephone numbers, to access the voicemail system from your business.*

Call Forwarding

To activate Call Forwarding:

1. Press *** 7 2**.
2. Listen for three short beeps and then a dial tone; enter the 10-digit number of the phone to which you want to forward your calls, and wait for the confirmation tone.

After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forwarded-to party answers the courtesy call, the feature is activated.

If the forward-to line is busy or there is no answer to the courtesy call, you can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt.

You will hear an error message if the forward-to number is invalid.

IMPORTANT: You must remember to deactivate Call Forwarding. Calls will continue to forward to the chosen number and bypass voicemail until Call Forwarding is deactivated.

To deactivate Call Forwarding:

Press *** 7 3** and wait for the deactivation confirmation tone.

Three-Way Call Transfer

To add a third party to an existing two-party call:

1. Press Flash or the switch hook. The initial call will be placed on hold and a dial tone will be heard.
2. Dial the number to be added to the conference, or the number to which you wish to transfer the call.
3. When the party answers, you may speak privately if desired. You may press Flash or the switch hook to complete the conferencing/transfer.

The initiator of a three-way call may hang up without disconnecting the other parties.

Note: For a 'blind' transfer, you may hang up once the dialed number begins ringing. If the switch hook or Flash button is pressed before step 2 is completed, you will be reconnected to the original caller.

Hunting – Sequential

When the main number is dialed, hunting will be invoked if a busy condition is present on the main number. 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.

Important reminders about Hunting:

The main number must be dialed, and hunting will only be invoked if the main number is busy.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Hunting – Uniform Call Distribution

When the main 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.

Important reminders about Hunting:

Hunting will only be invoked if the main number is dialed.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Speed Dial

To program Speed Dial numbers:

1. Press *** 7 4**, then listen for the stutter tone.
2. Choose a digit from 2 to 9.
3. Enter the 10-digit number (dialing "1" first whenever it applies) that will be speed dialed and wait for the confirmation tone.

To make calls using programmed Speed Dial numbers:

Press the chosen digit, followed by the **#** key and the system will speed dial the telephone number entered for the chosen digit.

Non-Verified Account Codes

Codes are set by the user per telephone number and are from 1–9 digits (0–999999999).

To use Non-Verified Account Codes:

1. Dial number to be called.
2. When prompted by the stutter tone, enter the account code.
3. Press **#** to indicate the account code entry is complete. After code entry is completed, the system places the call.

*Note: 911 calls will not require an account code. 411 and all other N11 calls will receive the account code prompt. To bypass the prompt without entering an account code, press **#**.*

Enhanced 911 Service (E911)

With Enhanced 911 service, your complete address and phone number will automatically be displayed on the police dispatcher's screen.

Business Voicemail Instructions

Instructions in this section are for phone customers who subscribe to the Business Voicemail feature.

These instructions will assist you with the following:

- Setting up your voicemail account
- Setting a voicemail PIN
- Recording and administering voicemail greetings
- Global Business Voicemail keys
- Retrieving voicemail messages
- Managing your voicemail messages, including saving and deleting messages and many other convenient voicemail management options
- Creating, managing and using distribution lists
- Using the PIN skip feature for fast login
- Resetting or changing your PIN

Setting Up Your Business Voicemail Account

It will take just a few minutes to set up your voicemail account. Once this step is complete, your voicemail will be ready to receive messages.

1. Dial either your voicemail access number or your Business Class Phone number. For easy reference, the voicemail access number is listed on the back cover of this user guide.
2. Press **#** if dialing from your business phone.
If accessing voicemail from a remote location, dial your 10-digit business phone number, then press **#**.
3. The voicemail system will ask you to enter your PIN. Your temporary PIN is the last 4 digits of your phone number.
4. The voicemail system will prompt you to change your PIN and press **#**. Your PIN must be 4 digits.

Be sure to pick a PIN that is easy for you to remember, but difficult for someone else to guess. For example, do not use your phone number, business address or birth date.

IMPORTANT: Please note that should you forget your PIN number when accessing the system, you will be allowed three attempts to enter it correctly. After the third attempt, you will be locked out of the account and must call your local Customer Service number (located on back cover of this guide) to have it reset.

5. The voicemail system will ask you to verify your PIN by entering it a second time and pressing **#**.
6. The voicemail system will ask you to record your name and press **#**.
If the voicemail will be used to answer calls for more than one person, you should record a name that represents all individuals.
For example, "ABC Consultants."
To use the recording of your name, press **1**.
To listen to the recording of your name, press **2**.
To record your name again, press **3**.
7. The voicemail system will ask you to record your standard greeting and press **#**. This is the greeting callers will hear when you are unable to answer the phone.
To use the recording of your standard greeting, press **1**.
To listen to the recording of your standard greeting, press **2**.
To record your standard greeting again, press **3**.
8. You have now completed setting up your voicemail account. The voicemail system will offer you the opportunity to listen to the main menu. If you are finished, you can simply hang up, or press *** 9** to exit.

Greetings

Recording multiple greetings will allow callers to hear different outgoing greetings on your voicemail when you activate them, depending on your availability. For example, you may wish to activate a different greeting for your voicemail when you are out of the office, on another call, or when your office is closed.

To administer various greetings:

1. Enter voicemail.
2. Press **3** to access the greetings administration menu. You may select from several types of greetings callers will hear. If you choose a type of greeting that has not yet been recorded, you will be prompted to record your greeting.
3. For each of the following options, you may hear, record, activate, deactivate or delete the particular greeting by following the prompts on the voicemail system. Select one of the following numbers to administer a particular greeting on your system:
 - Press **1** to administer your personalized, all-purpose greeting for all calls.
 - Press **2** to administer an alternate all-purpose greeting.
 - Press **3** to administer a greeting to be heard when your line is busy.
 - Press **4** to administer a greeting to be heard when your business is closed.
 - Press **5** to administer a greeting to be heard during an extended absence.
Note: When the extended absence greeting is active, callers will be unable to leave messages.
 - Press **6** to record your name, or the name of your business, for the automated greeting.
4. Remember to deactivate any alternate greeting you may have selected when your circumstances change. Press **3** at the main menu, then follow the system prompts to deactivate the current greeting, and follow the prompts to choose a different outgoing message. **It is especially important to deactivate the extended absence greeting when you return to the office, since callers are unable to leave messages when this option is active.**

Global Business Voicemail Key List

- * **0** – Help
- * **1** – Main Menu
- * **2** – Previous Menu
- * **3** – Erase Last Entry
- * **5** – Log into another mailbox
- * **9** – Disconnect or terminate an outgoing call

Retrieving Business Voicemail Messages

You can retrieve your messages from work using your business phone or away from the office using any other phone.

The following instructions will guide you through the process of retrieving your messages.

To retrieve messages from your work phone:

1. Dial your voicemail access number, located on the back cover of this user guide, or your Business Class Phone number. The voicemail system will answer with a welcome message.
2. Press **#**.
3. Enter your PIN followed by **#**. The system will notify you of the number of new voicemail messages.
4. Press **1** to listen to your voicemail messages. You may press **9** to bypass the header and message.

To retrieve messages from any other phone:

1. Dial your voicemail access number, located on the back cover of this user guide, or your Business Class Phone number. The voicemail system will answer with a welcome message.
2. If you entered voicemail through the access number, enter your 10-digit business telephone number and press **#**.
If you entered voicemail by dialing your Business Class Phone number, then just press **#**.
3. Enter your PIN followed by **#**. The system will notify you of the number of new voicemail messages.
4. Press **1** to listen to your voicemail messages.

Managing Your Business Voicemail Messages

Once you finish listening to your voicemail messages, you have a variety of options available to manage your messages.

To save a voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you have the option of saving the message.

To save the message, press **#** after the conclusion of the message.

The voicemail system will save your voicemail message and immediately begin playing the next message.

To replay a voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you have the option of replaying the message.

To replay the voicemail message, press **1** after the conclusion of the voicemail message. The system will replay the message.

To delete a voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you have the option of erasing the message.

To delete the voicemail message, press **3** immediately upon the conclusion of the message. The system will delete the message.

Note: If you accidentally delete a voicemail message, you can only retrieve the message during the same voicemail session, before hanging up.

To retrieve an accidentally deleted voicemail message:

1. Upon realizing that you accidentally deleted a voicemail message, press *** 7** if still in playback mode. If you have already returned to the main menu, press **1** to listen to messages, then advance to the message you accidentally deleted.
2. After listening to the message, press **#** to recover it.

To forward a voicemail message:

1. To forward a message, press **4** immediately at the end of the message.
2. Voicemail messages can only be forwarded to other Time Warner Cable telephone numbers. Enter the 10-digit Time Warner Cable telephone number of the person you are forwarding the message to, then press **#**.
3. The voicemail system will confirm receipt of the Time Warner Cable phone number of the person to whom you wish to forward the message. Press **#**.
4. If you would like to forward the voicemail with a personal comment, press **1**. The voicemail system will prompt you to record your personal message. Record your personal message and press **#**.
If you do not need a personal comment to accompany the forwarded message, press **2**.
5. Press **1** to forward the message.
6. Press **1** again to confirm that you want to forward the voicemail message with the standard delivery options.

Your message has now been forwarded.

To keep a voicemail message marked as new:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you have the option of marking the message as new. You may also mark voicemail messages that you have previously saved as new.

If you want to mark a voicemail message as new, press **6** immediately upon the conclusion of the message. The next time you access your voicemail messages, this message will be retrieved as though it were a new message.

To rewind a voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you can rewind the message several seconds.

If you want to rewind the voicemail message several seconds, press **7** at any time during the message. Your voicemail message will rewind several seconds and begin playing again.

To completely rewind the message, continue to press **7** until you have reached the beginning of the message.

To advance the voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you can advance the message several seconds.

If you want to advance the voicemail message several seconds, press **9** at any time during the message. Your voicemail message will advance several seconds and begin playing again.

Distribution Lists

You may find it convenient to send group messages to all individuals on a list you define. Business Voicemail has several options to manage distribution lists.

To create a distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **2** to hear prompts to set up a new list.
5. Enter a number, which will serve as the name of the new list, then press **#**.
6. Follow the system prompts to enter phone numbers of people you wish to include in your distribution list.

To edit an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **1** again to edit lists.
5. Enter the number of the list to edit, then press **#**.
6. To add another person to your list, press **1**.
To remove a person from your list, press **2**.

To delete an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **1** to edit lists.
5. Press **3** to delete an entire list.
6. You will be asked to enter the number of the list you wish to delete. Enter it, then press **#**.
7. Follow the system prompts to complete and return to the main menu.

To hear who is included on an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **3**. The system will announce the list members.
5. After announcing each member, the system will ask if you would like to edit the list.
Press **1** for yes; press **2** for no. Follow the system prompts accordingly.

PIN Skip

PIN Skip gives you the ability to enter voicemail from your office phone without having to enter a PIN. It can be turned on or off via the telephone keypad. The default setting is OFF.

To change PIN Skip options:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **2** for Fast Login setup.
5. Press **2** for PIN Skip options. The system will notify you of the current PIN Skip option status, then ask if you would like to change that status.
6. If you would like to change the PIN Skip status, follow the prompts.

PIN Resets/Changes

A PIN is needed to log into voicemail. You must know your current PIN, or you will need to call your local Customer Service number (located on the back cover of this guide) to reset your PIN. When a PIN is reset, it will revert to the last 4 digits of your telephone number.

To change your PIN:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **1** to change your PIN.
5. Follow the prompts.

Business Voicemail Access Number

To access voicemail use the phone number below with the same area code as your business phone number

Akron/Canton 330-622-9100

Greenville 724-373-2000

Erie 814-403-9000

Mansfield 419-632-8900

Milan 567-401-2100

Cleveland 216-862-0700

Cleveland 440-318-1100



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Sales 888-877-6862

Customer Service 800-710-1625

Technical Support 877-314-3618

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