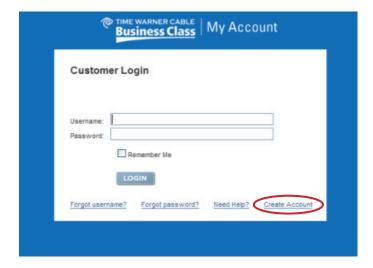## When you are ready to begin, follow these steps:

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].

3. Enter your email Address and ZIP Code. (Use the 5-digit billing ZIP code that is registered with Spectrum Business™.)

4. Click the Continue button. (This will trigger two validation emails to be sent to you.)

5. Close the browser window or tab.

6. Click the link embedded in the validation email that you should have received from Spectrum Business and then follow the next steps. Use the temporary password included in the second email.

Voice Manager also enables you to selectively add and remove the following features to your lines as needed and at no additional charge.

- Account Codes
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Hunting[4]
- Selective Call Forwarding
- Selective Call Rejection

Common Voice Feature Activation/Deactivation Instructions

Feature	Activation/Deactivation Instructions
Call Forward	Activate: *72, 3 beeps, dial tone, 10-digit number, confirmation tone. (If forward to number is busy or not answered, repeat steps to activate.) Deactivate: *73, confirmation tone
Call Waiting/ Cancel Call Waiting	Activate: After hearing a special tone that tells you a second call is waiting, press and quickly release the switch hook or the Flash button on your phone to answer the waiting call. Deactivate/Cancel: *70 before placing your call

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Feature	Activation/Deactivation Instructions
Caller ID Blocking (per call)	Activate: *67 before placing your call
Three Way Call Transfer	To add a third party to an existing two-party call: 1. Press Flash or the switch hook. 2. Dial the number to be added to the conference, or the number 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. Note: For a "blind transfer", you may hang up once the dialed number begins ringing.

Additional Customer Support Tools

A Spectrum Business Voice User Guide, containing all phone features and voicemail instructions, along with many other useful support documents, is available online. To access these materials, go to http://welcome.twcbc.com.

In addition, tools and tutorials are available to help you familiarize yourself with Voice Manager. You can access them within the Help screen of the Voice Manager portal after registration.

There you will find links to user guides, frequently asked questions, how to's and contact us. If you still need help, contact your Spectrum Business account representative.

[1] This feature requires Spectrum Business voicemail.

[2] If you are unable to locate your customer code, contact your regional billing office.

[3] The first ID that you create for your account will be the Primary Administrator for your phone service.

[4] Hunting is usually provisioned on a line as part of the installation process, but can be added or changed via Voice Manager.

[5] Should you forget your PIN number when accessing the system, you will be allowed five attempts to enter it correctly. After the fifth attempt, you will be locked out of the account and must call your local Customer Service number to have it reset.