Welcome to Voice Manager, the portal that makes managing your Spectrum Business™ Voice features easier and more convenient. You can access the portal from any Internet-connected device, and the changes you make take effect in real time.

This guide provides an overview of the registration process, key portal elements and steps to take to help you succeed with configuring your Voice service via the Voice Manager portal. Pages 3-4 of this guide focus specifically on Administrators and Users, respectively, to help you identify the most important initial steps for each role.

Register the Administrator Account

1. In your browser, navigate to http://voicemanager.timewarnercable.com.
2. Click the REGISTER NOW link in the lower left area of the sign-in screen.
3. Enter your account phone number or account number, plus your account ZIP code. Your account number can be found near the top of your Spectrum Business invoice. Click Next.
4. Enter your customer code. Your customer code can also be found near the top of your Spectrum Business invoice. Click Next.
5. Enter your email address to receive account-related information from Spectrum Business. Click Next.
6. Enter a username you will use when signing in to the portal.
7. Enter a password that is secure and easy for you to remember, then enter it again in the Confirm password field. Click Next.
8. Define your own questions and answers for Security Question #1 and Security Question #2. These will be used to verify your identity if you ever need to reset your Password.
9. Click the Submit button at the bottom of the page. A confirmation page will appear and you can sign in to the portal from here. You can also use the same username/password to access My Account.
VOICE MANAGER QUICK-START GUIDE

Sign In
Visit voicemanager.timewarnercable.com and sign in with the Username and Password you created during registration.

Click the Remember Me check box if you are using a private computer and would like Voice Manager to remember your Username for a future sign-in session.

NOTE: We also recommend you add Voice Manager to your list of portal links in My Account (business.twc.com/myaccount) by clicking My Service Links on your My Account Overview page. This provides one-click access to Voice Manager from My Account. Learn How>

Portal Overview
• The first key step is to identify whether you are viewing the portal as an Administrator or User. These roles have different views and permissions within Voice Manager. The first person to register with your company’s account number and customer code will automatically become the Administrator, who can then add Users in the portal.

• Administrators see five navigation tabs: Home, Global Call Settings, Users, Call Details and Support.

• Users see four key navigation tabs: Home, Call Logs and Voicemail, Preferences and Support.

• Both home pages include tiles on the right of the page to help you navigate quickly to popular areas of the site.

• Both roles see similar navigation at the very top and bottom of the page: Profile, Search field, My Portals, Contact options, Account drop-down information, links to social media, Voice Manager Connect and a link to share feedback.

Additional Resources
• Need to know more? Visit the Support tab in the portal for FAQs and How-Tos on specific features.

• How-To videos for Administrators and Users are available on the Support tab to acquaint you with Voice Manager.

• You can also download the User Guide along with several other quick guides for more detailed portal assistance.
QUICK-START GUIDE FOR ADMINISTRATORS

As an Administrator, your key actions in the Voice Manager portal include creating and managing Users, configuring settings for your business’s phone line(s) and monitoring your account details.

**Step 1: Familiarize Yourself with the Site Layout**
- Home Page
- Global Call Settings
- Users
- Call Details
- Support
- Global Site Elements: Profile, My Portals, Account Drop-down Menu, Search

**Step 2: Watch the How-To Videos**
- Located on the Support tab, the How-To videos provide more information to get you started with the portal.
- Additional tutorial videos show you how to use certain features in Voice Manager, such as Hunt Groups and Call Forward.

**Step 3: Create Users**
- Create Users and assign them to specific phone lines so your team members can use the portal and manage settings for their individual phone line(s).
- Click **Add New User** and complete the fields as prompted.
- Co-Administrators have permission to create and manage other Co-Administrators and Standard Users. They can also enable and disable features for phone lines.
- Standard Users have permission to configure Voice Manager features that are enabled for their specific phone line(s). They cannot configure disabled features or create or manage other Users.

**Step 4: Customize Your Feature Settings**
- On the Global Call Settings tab, get started by choosing the features you want to enable on specific phone lines.
- Note that some features must be enabled by the Administrator and must be turned on by the Administrator or the User before they will be active on a phone line.
- Other features require configuration by the Administrator with no further action required by the User. See the User Guide Appendix for a table of features and information.

SIGN UP, SIGN IN AND LEARN MORE | voicemanager.timewarnercable.com
QUICK-START GUIDE FOR USERS

As a User, your key actions in the Voice Manager portal include monitoring your Call Logs, managing Voicemail and configuring feature settings for your assigned phone line(s).

**Step 1: Familiarize Yourself with the Site Layout**
- Home Page
- Call Logs and Voicemail
- Preferences
- Support
- Global Site Elements: Your Profile, My Portals, Account Drop-down Menu, Search Field

**Step 2: Explore the How-To Videos**
- The User mode video is a great place to start to learn more about all the things you can do as a user.
- Additional tutorial videos help you learn how to configure features in Voice Manager.

**Step 3: Edit Your Voicemail Settings**
- Familiarize yourself with the Call Logs and Voicemail tab to see where you can find and sort data from your Call Log and Voicemail messages.
- Click the **Edit Voicemail Settings** link next to the Voicemail section of the page to configure Voicemail settings for each phone line assigned to you (Note: This step is applicable only for customers with Voicemail on their account). This will prepare you to receive and manage Voicemail messages. To avoid entering a PIN when you access Voicemail, check “Don’t require a PIN when calling from my own line.”

**Step 4: Customize Your Feature Settings**
- On the Preferences tab, get started with turning on the features you want to be available on specific phone lines.
- Note that some features must be enabled by your Administrator before you can turn them on or off.
- Some features also require more intricate configuration than a simple on/off. See the User Guide or visit the Support tab for more specific information on these features.