Voicemail & Auto Attendant

Setting Up Your Business Voicemail Account

1. From your business phone, dial either *98 or your 10-digit Business Class Phone number. If accessing voicemail from a remote location, dial your 10-digit business phone number and then press *.
2. Enter your temporary PIN, which is the last 4 digits of your phone number and then press #.
3. Select your language preference; English or Spanish.
4. Change your PIN, which must be 4 digits, but do not use your phone number, business address or birth date.
5. Follow the voicemail system prompts.

   – For more detailed voicemail instructions, please reference the Business Class Phone User Guide. Also, you may change your voicemail settings in Voice Manager.

– To activate and set up Auto Attendant, you must log into Voice Manager. There are Auto Attendant instructions and a worksheet contained within the portal to assist you in planning and setting up Auto Attendant.

Contact Us

At Time Warner Cable Business Class, serving you is our number one priority. Our local support teams are available 24x7x365 for your business needs.

• Customer Care & Technical Support: 1-866-772-4948
• Voice Manager Customer Support: 1-866-441-2775
• Web Site: www.twcbc.com/west
• Help Site: www.twcbc.com/west/helpsite

Welcome to Time Warner Cable Business Class

Thank you for choosing Time Warner Cable Business Class. This document will assist you in getting started with your new Business Class Phone service. Business Class Phone has many features that will help you manage your calls, including Voice Manager, a powerful Web-based tool that is designed to make managing your Business Class Phone features easy and convenient.

Voice Manager

Some of the functions you will be able to perform with Voice Manager are:

• Add or Remove features in real time
• Configure / update your Auto Attendant or Hunt Group
• Remotely Access Call Forward to redirect calls
• Receive Voicemail as email attachments or listen to them online
• View call history and usage charges

Set Up

To create your Voice Manager Administrator Account, you will need the following information:

1. Account Number - (This number is found on the installation receipt for new customers and the invoice for existing customers.)
2. Customer Code - (This 4-digit code was created when you ordered your service. It can also be found on your Time Warner Cable sales contract and invoice, if you are an existing customer.)
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. Enter your email address and ZIP Code. (Use the 5-digit billing ZIP code that is registered with Time Warner Cable Business Class.)

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 TWCBC 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
- Selective Call Forwarding
- Selective Call Rejection

Common Voice Feature Activation/Deactivation Instructions

<table>
<thead>
<tr>
<th>Feature</th>
<th>Activation/Deactivation Instructions</th>
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| 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 |

Additional Customer Support Tools

A Business Class Phone 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 Time Warner Cable Business Class account representative.

1 This feature requires Time Warner Cable Business Class 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.