

Conference Feature Pack



Purpose:

To provide an explanation and example of each feature and service that Spectrum Enterprise offers. Each item will provide the reader with the following:

1. **Snippet** – Overview of the feature
2. **Details** - A more detailed description of the feature
3. **Scenario** - When to use the feature
4. **Activate** – How to activate the feature
5. **Quick Tips** – How to use the feature effectively.

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User Features – Changed by User

The following features are adjustable by the user as needed using the Customer User Portal (<https://ucportal.brighthouse.com>).

Customer User Portal

Snippet

Want to control your features so you don't have to call Customer Care every time you need to change your personal call flow? The Spectrum Enterprise Customer User Portal gives you the control to set and adjust your user features at your convenience, as needed.

Details

Our Customer User Portal allows a user to change the settings on their phone, such as Call Forward, Simultaneous Ring Personal, and Anywhere from a simple to use web page.

Scenario

You need to activate your Call Forward, but you are not at your phone. From your computer, you can access our Customer User Portal and turn on the Call Forward setting on your phone.

Activate

Access is granted with the Business, Premium, and Mobility Feature Pack. User will log in via <https://ucportal.brighthouse.com> with their User ID and Web Access Passcode.

Quick Tip

The User ID is typically the 10-digit telephone number.

Anonymous Call Rejection

Snippet

Are you receiving a lot of calls from a blocked caller ID and no longer want to receive them? No problem, this feature allows you to block these calls.

Details

Anonymous Call Rejection allows you to reject calls that have a blocked caller ID attached. In other words, if the caller doesn't want to introduce himself, you may choose not to receive the call.

When activated, all anonymous calls are instantly rejected, preventing the caller from even leaving a message.

Scenario

Activate Anonymous Call Rejection on your phone when you want to control solicitations at work. When a caller with blocked caller ID attempts to reach you, the call will not ring at your desk and the caller will receive a message informing them you are not accepting blocked calls at this time.

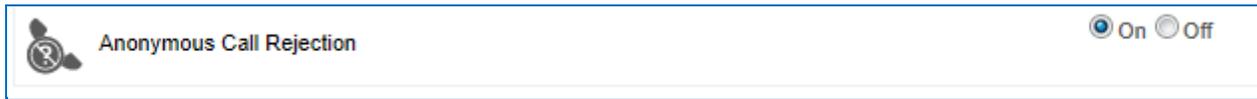
Activate

The default setting is OFF.

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Anonymous Call Rejection

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4. Click on the radio button next to ON
5. Click SAVE at the bottom of the page



Call Return / Last Number Redial

Snippet

Didn't get to the phone in time? Easily return a call to the last party that called you, whether or not the call was answered.

Details

Call Return/Last Number Redial allows you to redial your most recent incoming call by pressing the LCR (Last Call Redial) or the REDIAL soft key(s) on the phone.

Scenario

Call Return

You step outside your office for a moment and hear your phone ring. You are unable to make it back to your phone before the call hangs up. You can return the call using your phone without having to look up the caller's number.

Last Number Redial

You need to call the last person that you dialed; but don't have their number handy; this can be done through your phone.

Activate

To return the last missed call, press the LCR Soft Key on the phone.

To dial the last number dialed, press the REDIAL Soft Key on the phone.

Quick Tip

1. If you are on an active call when you dial any of these calls, it will put the active call on hold automatically.

Call Waiting

Snippet

Need to know when a new call is coming in, even when you are already on the phone? Call Waiting will notify you.

Details

Call Waiting provides multiple instances of the same line so while you are on the phone, it will still ring for the next incoming caller, and you can put the first caller on hold to answer it. It gives you the advantages of having multiple lines but on a single line phone!

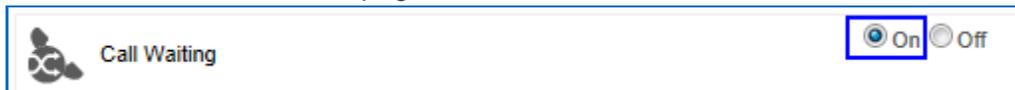
Scenario

You are waiting on a call from an important client. While on another call, you hear a beep to let you know a new call is coming in. You can put the existing call on hold and answer the second call in case it's the client you've been expecting.

Activate

The default setting is ON.

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Waiting
4. Select desired setting
5. Click SAVE at the bottom of the page



Do Not Disturb

Snippet

Do you have a deadline and the phone keeps ringing? With one press of a button all your calls are immediately redirected to your voice mail and you get the uninterrupted time you need to meet your deadline.

Details

This feature automatically forwards all of your incoming calls to your voicemail (if no voicemail service is configured, the caller will hear a busy tone instead).

In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice mail by using the Ring Reminder. This is important if you have forgotten the service is turned on and you are at your phone waiting to receive calls.

Scenario

You have an important deadline to meet, and cannot be disturbed. In an effort to minimize disruptions, you put your phone on Do Not Disturb so all your calls go straight to voice mail.

Activate

From the Customer User Portal

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Do Not Disturb
4. Click on the radio button next to ON
5. Click SAVE at the bottom of the page



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From your SPA Phone

Press the DND soft key or the Do Not Disturb hard button on the phone. To deactivate, push the soft key or button again.

Quick Tip

1. If you've had Do Not Disturb on for a while, you may also want to use the Ring Reminder to remind you that this feature is active.

Call Transfer

Snippet

Your phone is ringing off the hook, you need to put a call on hold and then transfer it to another phone.

Details

Call Transfer allows you to seamlessly move calls to the right person.

Scenario

A Receptionist receives a call, but immediately needs to put it on hold. After instructing the caller they are about to be put on hold, she presses the hold button.

Once she speaks with the caller she determines if she needs to transfer the call. Using her phone, she transfers the call to the right person.

Activate

Flash Call Hold

To put a call on hold, from any Spectrum Enterprise phone, press the Hold Button or soft key on the phone.



Call Transfer

To transfer a call, while on an active call,

1. Press the XFER or TRNSFR soft key on the phone (the active call is placed on hold).
2. Dial the number where you want to transfer the call and press the Dial soft key.
3. Once the ring back is heard, or once the third party answers, press the XFER or TRNSFR soft key again to complete the transfer.

Three-Way Call

Snippet

Need to add an additional party to the conversation? No problem, simply conference them in.

Details

This service enables you to make a three-way call with two other parties, so all three parties can communicate with each other.

Scenario

A Customer Service Rep receives a call from a customer who needs technical assistance. The customer is very frustrated and does not want to be transferred multiple times. To avoid risking frustrating the customer further the Customer Service Rep decides to conference the technician into the call instead of just transferring the customer to the technician

Activate

1. While on an active call, press the CONF or CNFRNC soft key on the phone (the active call is placed on hold).
2. Dial the number you want to conference with the call to and press Dial soft key.
3. Once the ring back is heard, or once the third party answers, press the CONF or CNFRNC soft key again to join all parties in the conference.

Quick Tip

1. If you need to drop out of the conference and want the other two parties to remain connected, you can click JOIN on the Cisco SPA series phone.

Call Logs

Details

Call Logs service allows for storing short term a number of entries for each user. Basic Call Logs allows a maximum number of 20 entries per call type, while the Enhanced Call Logs is set for 100 entries per call type, but can be adjusted for each customer based on need.

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Default

Call Logs can be viewed in the Customer User Portal.

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the My Calls tab
3. Fill in search criteria under Query Call Details

Query Call Details

Report

Sort by: Start date/time in descending order

Date range: from: 08/09/2013 to: 08/16/2013 (mm/dd/yyyy)

Include: Inbound calls Missed calls Outbound calls

Search by full or partial telephone number:

Create Report

4. Click on Create Report to generate the report
 - o If needed, the reports can be exported to an email address, PDF, or CSV file.

Export

Email to: user@companyx.com Submit

Export report to PDF Submit

Export report to CSV Submit