Premium Feature Pack

Hosted Voice
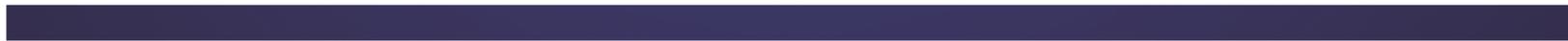
Purpose:

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.

Contents

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

Anonymous Call Rejection ● On ○ Off
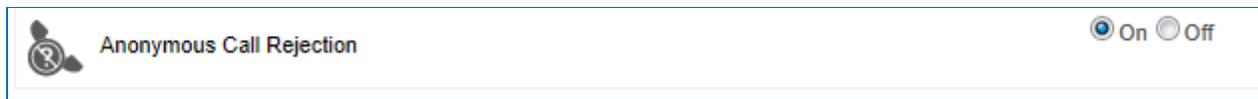
Automatic Call Back

Snippet
Does it seem like every time you call "Bob" he is on the phone? You can be notified as soon as he gets off the phone.

Details
This feature allows you to monitor a busy caller in your group and automatically establish a call to that person when he/she is no longer busy.

Scenario
Imagine there is a person you've been trying to reach all day, but they've been on the phone. You can either continue to try and call him or you can activate Automatic Call Back.   Once you've activated the feature simply call the party you are trying to reach. If you hear a busy signal, hang up. When the person you are trying to reach is available, your phone will ring with a distinctive sound. This notifies you when he/she is available. The moment they hang up, your call is established.

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

Automatic Callback ● On ○ Off

Quick Tip

1. To cancel all outstanding Call Back request, enter #8 and press the DIAL Soft key.

Anywhere

Snippet
Never at your desk, but need to make and receive work calls while maintaining your business presence? Make and receive calls on any phone with your business number, while still having access to all your features. The best news is that you don't need to be at a computer to make it work!

Did you take a call on your mobile device and need to place the caller on hold and/or transfer the call? No problem, simply press ## and we'll route the call for you.

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Details

Anywhere allows employees to make and receive calls from any device, at any location, with only one phone number, one dial plan, one voicemail, and a unified set of features.

You can call your co-workers from your mobile with their four-digit extension, move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you, and move a call from your mobile to your fixed phone so others can listen in on the speaker phone. These, as well as many other features, are all part of the Anywhere feature.

Scenario

Receiving a Call on your Anywhere Device

When someone calls into your Spectrum Enterprise telephone number, the Hosted Voice Network will ring your desk phone and all the Anywhere devices that are enabled. When you answer your Anywhere device, you are prompted to "press any digit to connect this call."

Making a Call on your Anywhere Device

You can make calls from your mobile phone using your Spectrum Enterprise number as the calling line ID.

From your Anywhere device, dial your Spectrum Enterprise Anywhere portal number. When prompted to "dial your destination digits", dial the phone number or business extension. The called party sees your Spectrum Enterprise business number (not your mobile number) as the calling line ID.

Transferring a Call on Your Anywhere Device

You are away from the office, but have your Anywhere activated. While away from your desk a call is sent to your cell phone (you know this because you have the answer confirmation on asking you to "press any digit to activate this call.")

After you answer you realize that this should go to your co-worker on extension 1007. From your cell phone, you press ##. The caller is then put on hold and you hear a dial tone. At this point you enter 1007 to dial your co-worker. When he/she answers, inform him/her about the call, and then simply hang up to transfer the call.

Moving an Active Call from Desk Phone to Anywhere Device and Back

While on an active call on your desk phone, dial your Spectrum Enterprise Anywhere portal number from your Anywhere device. When prompted to dial your destination digits, dial *11. The call is seamlessly moved to the Anywhere device and your desk phone call leg is dropped.

While on an active call on your Anywhere device, dial *11 from your desk phone. The call is seamlessly moved to the desk phone and the Anywhere device call leg is dropped.

Activate

Set up

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call control → Broadworks Anywhere
4. To add an Anywhere device, click Add [Add]

a. Type the 10-digit telephone number (no spaces or dashes)
b. Enter a description.
c. Select desired Advanced Options
d. Click SAVE

Adding Rules to Enabled Anywhere Device

1. Scroll down to Broadworks Anywhere
2. Click View [View] to see the devices that are currently configured
3. Click Edit on the device that you want to add the rule to

4. Click Add Rule [Add Rule...]
5. Enter desired information (Description, Time Schedule, and Calls From)
6. Click SAVE

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To Enable from Customer User Portal

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call control → Broadworks Anywhere
4. Select VIEW to see the Anywhere devices you have already set up
5. Click check box under ACTIVE
6. Click SAVE at the bottom of the page

Delete	Phone Number	Description	Active	Edit
☐	4125555751	JWagner Mobile	☐	Edit
☐	5553217842	Cell Phone	☑	Edit

To Enable from Anywhere device

1. Dial your Spectrum Enterprise Anywhere portal number
   a. To locate your company's portal number:
      i. Click View [View] to show the configured devices
      ii. Click the "View Available Portal List" hyperlink to see your company's portal number

View Available Portal List ◄——————

Delete	Phone Number	Description	Active	Edit
☐	4125555751	JWagner Mobile	☐	Edit

2. When prompted to "dial your destination digits", dial *13 to deactivate or *12 to activate the device.

Quick Tips

When Anywhere is configured, no other call control options, such as Simultaneous Ring or Sequential Ring, may be used.

Enable Diversion Inhibitor to keep calls from reaching voicemail on an Anywhere device that is internal to the organization.

Answer Confirmation is required to keep calls from reaching voice mail on an Anywhere device that is external to the organization, such as cell or home phones. You will be prompted to press a key on your phone to accept the call.

Call Forwarding Always

Snippet

Do you need to route all your calls to a different phone number? Not a problem, just say where to!

Details

Call Forwarding Always allows you to forward all your incoming calls to a different phone number; such as your cell phone. You can also make your primary phone emit a short ring burst when the call is forwarded by using the Ring Reminder. This is important in case you have forgotten the service is turned on, and you are at your primary phone waiting to receive calls.

Note that the number you forward your calls to must be permitted by your outgoing calling plan.

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Scenario
You are going to be out of the office or away from your desk, but do not want to miss any calls.

Activate

From the Customer User Portal
1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Forwarding Always
4. Click the radio button next to ON
5. Enter desired phone number or extension
6. Click SAVE at the bottom of the page

From your SPA Phone
1. Press the CFWD Soft key
2. Enter the number you want to forward the call to
3. Press DIAL Soft key
   a. You should see the CFWD show with a black background and a dash in front of it.

To deactivate, press the CFWD button again, the dash will be removed and the CFWD will have the gray background.

Quick Tips
1. **Ring Reminder** will cause your phone to do a half ring when a call comes in. It is not intended to allow you to answer it, but to remind you your calls are being forwarded.
2. When a call is forwarded, it is gone. Meaning, if you set up your Call Forward to your cell phone and you don't answer your cell phone, the call will be dropped into your cell phone's voicemail.
3. If you need/want all your voicemail to stay with your Spectrum Enterprise extension, but also ring to other devices, check out our Anywhere feature. (Included in the Premium and Mobility Packs.)

Call Forwarding Busy

Snippet
Are you busy and need to route all your calls to a different phone number? Not a problem, just say where to!

Details
If you are on your phone, Call Forwarding Busy allows you to forward all your incoming calls to a different phone number. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail.

Note that the phone number you forward your calls to must be permitted by your outgoing calling plan.

Scenario
You recently submitted a contract to a potential client and you want to be available if they call with questions. Instead of having calls go to your voice mail, turn on the Call Forward Busy to forward calls

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to your Admin. If the potential client happens to call while you are busy, your Admin will receive the call and can provide immediate assistance to your caller.

Activate

From the Customer User Portal

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Forwarding Busy
4. Click the radio button next to ON
5. Enter desired phone number or extension
6. Click SAVE at bottom of the page

From your SPA phone

1. From your phone, enter *90 and press the DIAL Soft key.
2. Enter the number you want to forward the call to, and Press DIAL Soft key.

To turn off, from your phone, enter *91 and press the DIAL Soft key. You will hear a stutter dial tone to indicate that it turned the Call Forward Busy off.

Quick Tips

1. When a call is forwarded, it is gone. Meaning, if you set up your Call Forward to your cell phone and you don't answer your cell phone, the call will be dropped into your cell phone's voice mail.
2. If you need/want all your voice mail to stay with your Spectrum Enterprise extension, but also ring other devices, check out our Anywhere feature (Included in the Premium and Mobility Feature Packs).

Call Forwarding No Answer

Snippet
Didn't get to answer the phone in time? Decide where you would like calls to go if you do not answer.

Details
Call Forward No Answer allows you to forward all your calls to a different phone number when you do not answer your phone.

Note that the phone number you forward your calls to must be permitted by your outgoing calling plan.

Scenario
You don't want to miss a call if you step away from your desk. If you do not answer your desk phone, the call will automatically be forwarded to your cell phone number within your outgoing calling plan that you have designated to answer in your absence.

Activate

From the Customer User Portal

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab

3. Scroll down to Call Forwarding No Answer
4. Click the radio button next to ON
5. Enter desired phone number or extension
6. Select Number of Rings
7. Click SAVE at the bottom of the page

From your SPA phone
1. From your phone, enter *92 and press the DIAL Soft key.
2. Enter the number you want to forward the call to, and Press DIAL Soft key.

** To turn off, from your phone, enter *93 and press the DIAL Soft key. You will hear a stutter dial tone to indicate that Call Forward Busy is now off. **

Quick Tips
1. When a call is forwarded, it is gone. Meaning, if you set up your Call Forward to your cell phone and you don't answer your cell phone, the call will be dropped into your cell phone's voicemail.
2. If you need/want all your voicemail to stay with your Spectrum Enterprise extension, but also ring to other devices, check out our Anywhere feature. (Included in the Premium and Mobility Feature Packs.)

Call Forwarding Not Reachable

Snippet
Did the power just go out? Has connectivity been lost? No problem. Simply set up your backup number and we'll automatically route your calls if your physical device is unavailable.

Details
Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number when your device is not accessible due to a power outage or loss of connectivity.

Note that the phone number you forward your calls to must be permitted by your outgoing calling plan.

Scenario
The power goes out or your access circuit connection goes down and your phone loses connectivity. If you have the Call Forward Not Reachable feature active on your phone system, new incoming calls will be forwarded to your cell phone, automatically.

Activate
1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Forwarding Not Reachable
4. Click the radio button next to ON
5. Enter desired phone number
6. Click SAVE at the bottom of the page

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Call Forward Not Reachable   ◉ On ○ Off   📞 5553212022 ⟵

Quick Tips

1. When a call is forwarded, it is gone. Meaning, if you set up your Call Forward to your cell phone and you don't answer your cell phone, the call will be dropped into your cell phone's voice mail.

2. If you need/want all your voice mail to stay with your Spectrum Enterprise extension, but also ring other devices, check out our Anywhere feature.

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Call Forwarding Selective

Snippet

Want to forward your phone to different places depending on the time of the day? That's easy enough. Just tell the system when and where you need to forward the calls.

Details

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. This criterion can be a list of up to 12 phone numbers, a specified time schedule, or a specified holiday schedule.

All criteria for an entry must be satisfied for the call to be forwarded (phone number/day of week/time of day). If the call is not forwarded, the call continues as if this service was not turned on.

Scenario

You are expecting a very important phone call so you have to be sure you receive the call no matter what. But there's a problem; you have an unexpected meeting that is going to take you away from your desk all day.

Instead of forwarding all the calls to your cell phone during the meeting, you set up the Call Forwarding Selective to forward only the phone numbers you select, such as the one for the important call.

Activate

Set Up

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Forwarding Selective
4. Select EDIT to add a number
5. Enter the desired phone number or extension
6. Click SAVE

7. Click ADD RULE
    a. Enter Description
    b. Select Forward to

c. Select Time Schedule
d. Select Holiday Schedule if necessary
e. Enter criteria for Calls From
f. Click SAVE

To Activate

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Call Forwarding Selective
4. Click the radio button next to ON
5. Click SAVE at the bottom of the page

Quick Tip

1. Ring Reminder will cause your phone to do a half ring when a call comes in. It is not intended to allow you to answer it, but to remind you your calls are being forwarded.

Calling Line ID Delivery Blocking

Snippet

Need to block your Caller ID on your outbound calls? You can, with a simple click of a button.

Details

Calling Line ID (or CLID), is another name for Caller ID. It shows the name and number that a caller is calling from. In order to prevent others from seeing your CLID when you call them, you can use Calling Line ID Delivery Blocking.

This service blocks the user's outgoing telephone number (and any other information) from being shown when calling other numbers.

Activate

The default is set to OFF

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Line ID Blocking
4. Click the radio button next to ON

5. Click SAVE at the bottom of the page

| 📞 Line ID Blocking | ⦿ On ◯ Off |
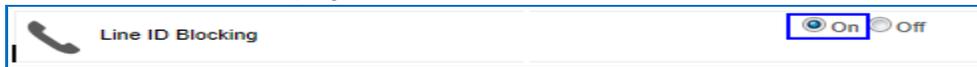
You can block your Outbound Calling Line ID on individual calls, by entering *67 prior to dialing your number.

Quick Tips

1. Members of the user's group can still see the user's number when they are called.
2. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering *65. Once the call is over, Calling Line ID Blocking is restored.

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 Notify

Snippet

Want a notification when your boss called your phone, even if they didn't leave a message? Call Notify can send you an email when this takes place.

Details

Call Notify notifies you by email when incoming calls match your pre-defined criteria. This can be a list of up to 12 phone numbers, a specified time schedule, or a specified holiday schedule.

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The criteria can be combined, such as, incoming call from this number AND within business hours AND during work week.

Scenario

You need to know every time your boss calls, but he doesn't always leave a message. After activating Call Notify you receive an email even if your boss didn't leave a message.

Activate

The default setting is OFF.

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Call Notify
4. Click on EDIT Edit
5. Enter the desired email address
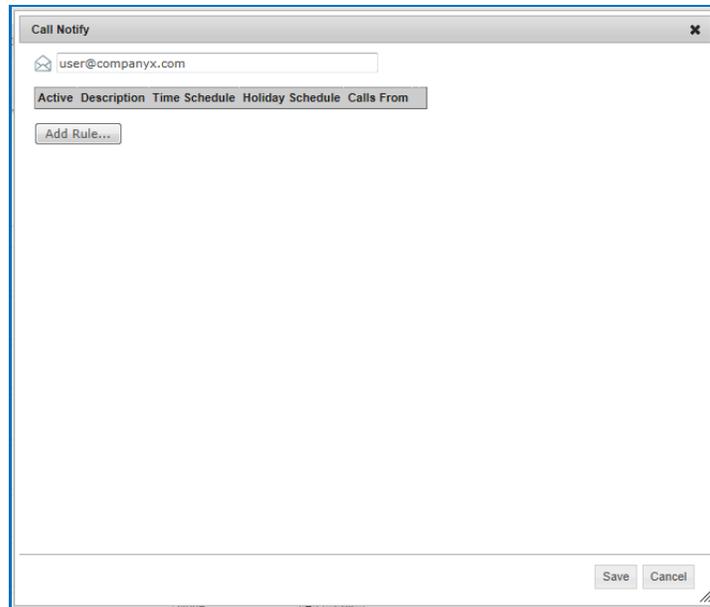
6. Click ADD RULE Add Rule...
    a. Enter Description
    b. Select Notify or Do Not Notify
    c. Select Time Schedule
    d. Select Holiday Schedule if necessary
    e. Enter criteria for Calls From
    f. Click SAVE
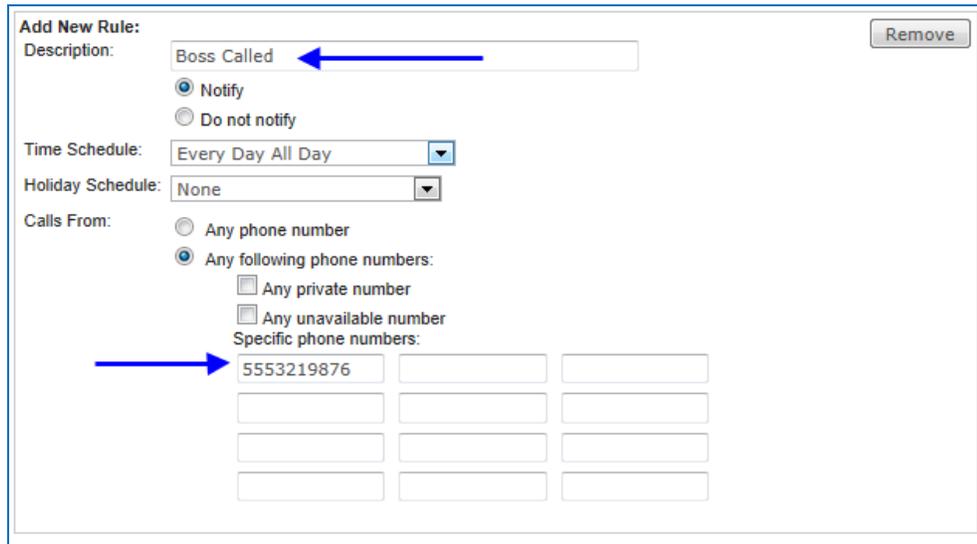
** After saving, the service is now turned ON. **

Quick Tip
1. The email address used can be the email address associated with your Cell Phone's text messaging service.

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.

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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

Call Waiting   ◉ On ◯ Off
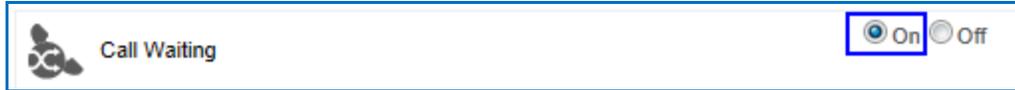
Directed Call Pickup

Snippet

Need to answer someone else's phone? With a simple Feature Access Code you can answer someone else's line from your phone.

Details

Directed Call Pickup allows a user to dial a Feature Access Code followed by an extension, to pick up (answer) a call on another user's line (in the same customer group, or enterprise when the group is part of an enterprise).

Scenario

Your co-worker's phone is ringing, but they've stepped away from their desk. You can answer the call by picking up your own phone, dialing a Feature Access Code, and then the co-worker's extension you wish to answer, instead of walking over to their desk.

Activate

From your SPA Phone

1. Dial *97
2. Enter the extension you wish to answer
3. The call is redirected to your phone.

Quick Tip

1. This feature is typically used in departments or workgroups, where many people may do similar tasks, or could answer questions for each other's customers.

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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
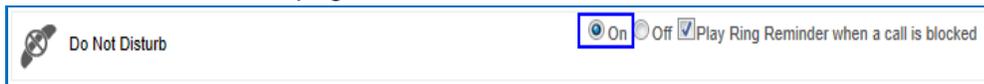
From your SPA Phone

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.

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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.

Privacy

Snippet
Are you an executive and do not want your name and number listed in the Group and Enterprise directories or accessible via the Dial By Name on the Auto Attendant? Spectrum Enterprise Privacy setting can accomplish this for you.

Details
Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. These selected members can view your phone status even if you enable phone status privacy.
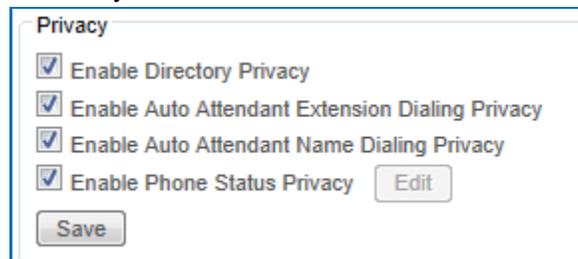
Scenario
The CEO of the company wants to keep his extension hidden from the Auto Attendant name dialing, and directories, but the Receptionist will need to see if he is on the phone or not.

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The System Administrator sets up the Privacy to remove him from the Auto Attendant extension and name dialing, but sets it up that the Receptionist can still see him in the directory and her Receptionist Console.

Activate

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Profile tab
3. Scroll down to Privacy
4. Select the desired restrictions
   a. Directory Privacy – removes your information from the online directory
   b. Auto Attendant Extension Dialing Privacy – removes your extension from the Auto Attendant, but still allows your name
   c. Auto Attendant Name Dialing Privacy - removes your name from the Auto Attendant, but still allows callers to dial your extension.
   d. Phone Status Privacy - prevents other users to see your status if they create a Busy Lamp Field for you such as the Receptionist Console or Sidecar.

5. Click SAVE

   NOTE: You may select any combination of these choices.

6. You can also select members in an Enterprise or Group who are allowed to monitor your phone status, such as a Receptionist using the Receptionist Console, by clicking the Edit button.

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Priority Alert

Snippet

Do you need your office phone to ring differently when an important call comes in? Not a problem, just configure a Priority Alert!

Details

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Scenario

Your sister is expecting her first baby and should be going into labor any day now. You have asked her and your brother-in-law to call you when they are headed to the hospital.

You can set up a Priority Alert so your desk phone rings differently when you receive a call from either your sister or brother-in-law's phone.

Activate

From the Customer User Portal

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Priority Alert
4. Click on EDIT to add a new entry

5. A pop-up box will appear, click Add Rule
    a. Enter Description
    b. Select Forward to
    c. Select Time Schedule
    d. Select Holiday Schedule if necessary
    e. Enter criteria for Calls From
    f. Click SAVE

6. Click SAVE at bottom of the box

The service is now turned on for this alert. (You can see this as "Service is On" now shows in the Priority Alert area).

Quick Tips
1. When using the Priority Alert, you do not have the ability to choose the ringtone that your phone will use. It will be different from your standard ringtone.
2. To either make changes, delete or de-activate the alert, click on Edit within the Priority Alert section.
3. You do have the ability to set up multiple alerts.

Selective Call Acceptance

Snippet
Only want to accept calls from certain numbers or at certain times of day? With Selective Call Acceptance you can define under what circumstances you will accept a call.

Details
Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule.

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Scenario

A user only needs to receive calls from Area Code 813 and from number 904-405-1001. All other calls should not be accepted. By setting the criteria on the Selective Call Acceptance, only those calls will be accepted.

Activate

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Selective Call Acceptance
4. Click Edit Edit
5. Click Add Rule Add Rule...
6. Enter desired information (Description, Time Schedule, and Calls From)
7. Click SAVE
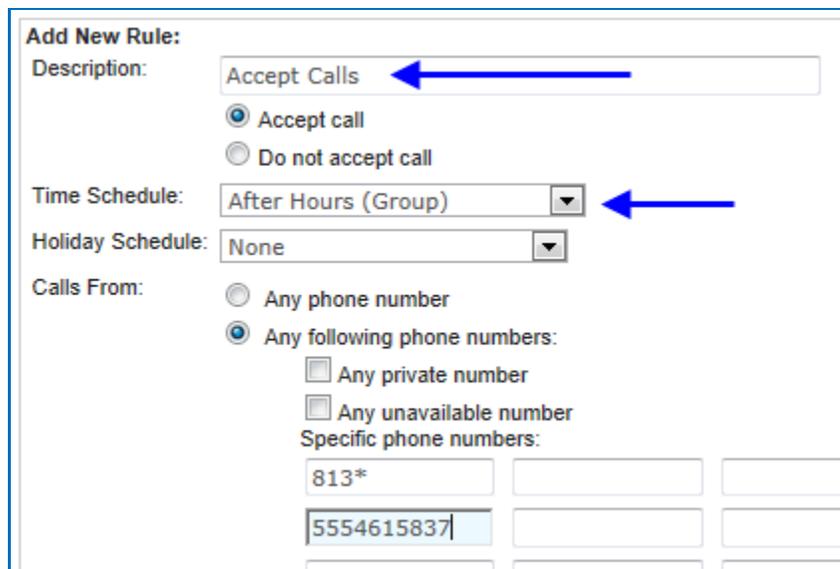
Add New Rule:
Description: Accept Calls ←
  ● Accept call
  ○ Do not accept call
Time Schedule: After Hours (Group) ▼ ←
Holiday Schedule: None ▼
Calls From: ○ Any phone number
  ● Any following phone numbers:
    ☐ Any private number
    ☐ Any unavailable number
  Specific phone numbers:
  813*
  5554615837

** After saving, you will notice the service is now ON. To turn OFF, you can click on the Deactivate button. **

Quick Tips

1. All other calls will be rejected. They will not be redirected to voice mail.

Hosted Voice

Selective Call Rejection

Snippet

Need to block an annoyance caller? With Selective Call Rejection you can define under what circumstances you will reject a call.

Details

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule.

Scenario

You keep receiving a call from a specific phone number. You have asked repeatedly for them to stop calling but they continue. You add the number to the Selective Call Rejection list, and this call will be rejected and not ring your phone.

Activate

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Selective Rejection
4. Click Edit [Edit]
5. Click Add Rule [Add Rule...]
6. Enter desired information (Description, Time Schedule, and Calls From)
7. Click SAVE

** After saving, you will notice the service is now ON. To turn OFF, you can click on the Deactivate button. **

Hosted Voice

Simultaneous Ring Personal

Snippet

Have an important call you can't miss and wish your office phone would ring wherever you are? Turn on Simultaneous Ring and you can have your calls ring your cell phone, or home phone.

Details

Up to ten (10) additional phone numbers can be set to ring simultaneously each time your desk phone rings with this feature. Answering any one of your phones will stop the ringing on the other phones. Now, no matter where you are, your important business calls can reach you.

Scenario

As an Account Manager, you are always in meetings, at a customer site, working from home, or in your car. You never seem to be at your desk. You previously set up Simultaneous Ring to ring your home phone and cell phone. To ensure your unanswered calls are directed to your office voice mail, you also activate Answer Confirmation.

As you are on your way to visit with a potential customer, your cell phone rings. When you answer you hear, "Please press any key to connect this call" and know immediately that it's coming through your office phone. After pressing any key, you are connected with the customer you are on your way to visit. They wanted to let you know the meeting place had changed to their building across town.

Activate

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on the Calling Features tab
3. Scroll down to Simultaneous Ring Personal
4. Click on Edit [Edit] to add phone numbers and rules
5. Choose "How to handle Incoming Calls:"
6. Click on Add [Add] to add phone number
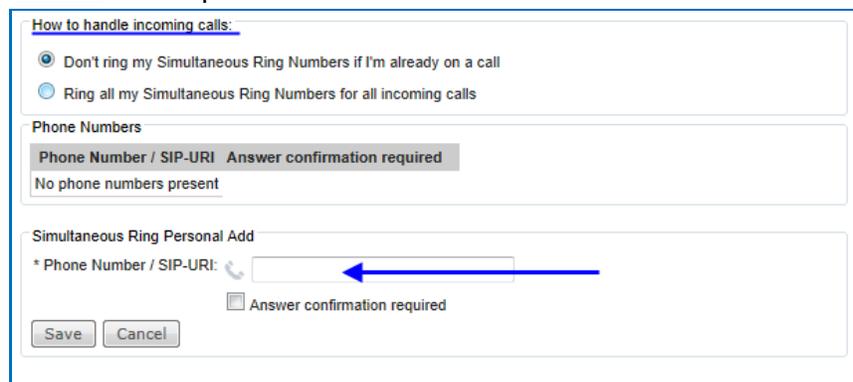
How to handle incoming calls:

- ◉ Don't ring my Simultaneous Ring Numbers if I'm already on a call
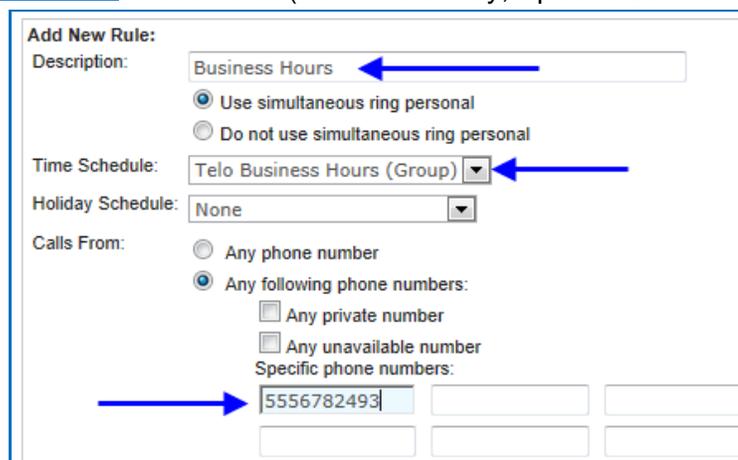- ○ Ring all my Simultaneous Ring Numbers for all incoming calls

Phone Numbers

Phone Number / SIP-URI	Answer confirmation required
No phone numbers present	

Simultaneous Ring Personal Add

* Phone Number / SIP-URI: ☏ [_____] ⬅

☐ Answer confirmation required

[Save] [Cancel]

7. Click Add Rule [Add Rule...] to add rules (i.e. Time of Day, Specific Call from Numbers)

8. Click Save
9. Click the radio button next to ON
10. Click Save at the bottom of the page

Quick Tips

1. This feature only handles incoming calls. If you need to make outgoing calls from a phone that is not your office phone, you will need to use Anywhere or Remote Office
2. If Answer Confirmation is not checked and your cell phone's voice mail answers first, the caller will be prompted to leave a message in your cell phone voice mail.

Speed Dial (8/100)

Snippet

Have a list of people you need to dial quickly? Set them up as a speed dial and you can contact them by simply pressing 1 or 2 numbers.

Details

Speed Dial allows you to place a call by pressing a reduced number of keys, instead of the entire phone number. This function is particularly useful for people who dial certain numbers on a regular basis.

Spectrum Enterprise offers two versions:

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button.

Speed Dial 100

For those users that need more than eight speed dials, Speed Dial 100 allows up to 100 numbers the user may program. The user accesses these by pressing the pound key (#) and then the two-number assignment. These Speed Dial numbers must be set up by your Systems Administrator.
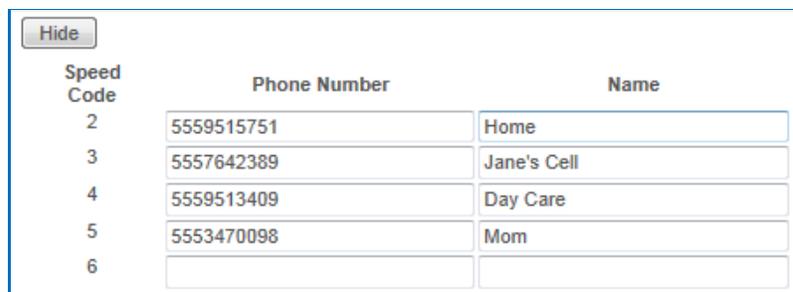
Hosted Voice

Scenario

You have a list of vendors that you call all the time. Instead of remembering the numbers or searching for the numbers each time, you set up a speed dial so you can enter # and the two-number code and your phone automatically dials the person you are trying to reach.

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 Speed Dial 8 / Speed Dial 100
4. Click on Edit [Edit]
5. Enter the numbers and description as desired
6. Click Save at the bottom of the page

Speed Code	Phone Number	Name
2	5559515751	Home
3	5557642389	Jane's Cell
4	5559513409	Day Care
5	5553470098	Mom
6		

From your SPA phone

1. Press the settings button
2. Highlight Speed Dial Option from menu and press SELECT Soft Key
3. Highlight Speed Dial number and press EDIT Soft Key
4. Enter the 10 digit telephone number
5. Press the OK Soft Key

Quick Tip

1. If you need to access your Speed Dials with Anywhere it is required you enter them in the Customer User Portal.
2. For Speed Dial 100, you can upload a .CSV file with your contacts. This file should consist of 3 columns: Speed Dial Code 100, Phone Number and Description.

Hosted Voice

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.

Voice Messaging User

Snippet
Need voice mail? We offer it, and we can send it to your phone, email, or both.

Details
Also known as voice mail, Voice Messaging User allows you to specify how to handle your messages. It gives you the ability to transfer messages to other mailboxes; all from your phone. You also have the ability to store up to 30 minutes of messages in the Voice Portal.

If you are on the phone or away from your desk calls are redirected to a Voice Messaging system. Here the caller can leave a message, listen to the message and re-record if necessary, and mark the priority of a message they are leaving.

In addition, if set up, the caller has the ability to press "0" to be redirected to another number such as the Receptionist, the Help Desk, or the Company's main number.

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Scenario

While you are away from your desk, a call comes in. After a specific number of rings the call is redirected to your voice mail. The caller leaves a message and hangs up.
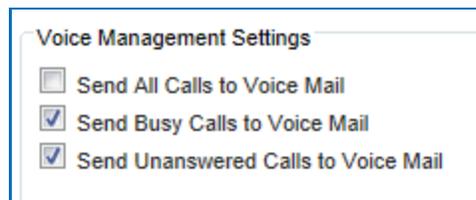
Your phone's Message Waiting Indicator light will illuminate. In addition, a copy of the voice mail will be sent to your email.

When you return to your desk, you press the MESSAGE button, enter your passcode and listen to your messages.

Activate

Setup

1. Login to the Spectrum Enterprise Customer User Portal
2. Click on Calling Features tab
3. Scroll down to Voice Email Management
4. Click on Edit [Edit]
5. Adjust settings as desired
   a. Send All Calls to Voice Mail (same as Do Not Disturb)
   b. Send Busy Calls to Voice Mail
   c. Send Unanswered Calls to Voice Mail

   > **Voice Management Settings**
   > ☐ Send All Calls to Voice Mail
   > ☑ Send Busy Calls to Voice Mail
   > ☑ Send Unanswered Calls to Voice Mail
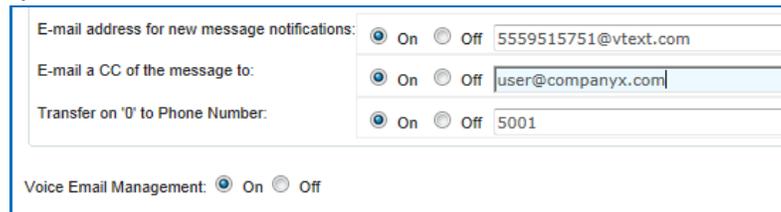
   d. When a voice mail arrives:
      i. Use Unified Messaging – You can access your voice mail from your phone
         1. Use Phone Message Waiting Indicator – Lights up on your phone when there is a message waiting. This also provides a "stuttering" dial tone on some phone models.
      ii. Forward it to this email address – Converts the message to a .WAV file and sends to the specified email address.
         1. NOTE: You will not be able to access these messages from your phone.

   > **When a message arrives...:**
   > ◉ Use unified messaging
   >   ☑ Use Phone Message Waiting Indicator
   > ○ Forward it to this e-mail address: | user@companyx.com |
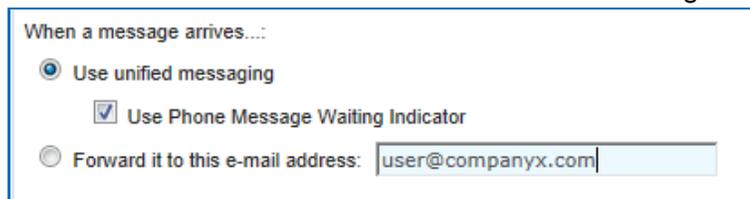
e. Additional Options

  i. Notify me by email of the new voice mail at this address – Simple notification with date and time the message was recorded with the caller ID, but not the message itself.

  ii. Email a carbon copy of the voice mail to: - A copy of the message will be sent to this email address as a .WAV File. You will still be able to access the voice mail from the phone.

  iii. Transfer on "0" to Phone number: - Allows you to provide your callers with a way to reach a Receptionist, Help Desk, or Main telephone number, either instead of or in addition to leaving a message.

    1. Be sure to instruct your callers to dial "0" to reach the option you provided.

6. Click **On** next to Voice Email Management to activate this feature
7. Click Save

Accessing

From the Phone

If selected, the Message Waiting indicator should be illuminated on the phone.

1. Press the Messaging Button.
2. Enter your passcode, followed by the # key.
3. Follow the voice prompts to listen to your messages

Remotely

1. Dial your phone number
2. When you hear your Out Of Office message, press * (star)
3. Enter your passcode followed by the # key.
4. Follow the voice prompts to listen to your messages

Quick Tips

1. Use Unified messaging if you want to use your phone to retrieve messages. You can also choose to send the message to your email instead of your phone.
2. "Notify me by email of the new voice mail at this address" is a great place to put in the email address for the text messaging plan for your cell phone.
3. If you select "Email a carbon copy of the voice mail to" keep in mind that the email and the voice mail on the phone are not connected. Deleting one does not delete the other.

# Hosted Voice

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.

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
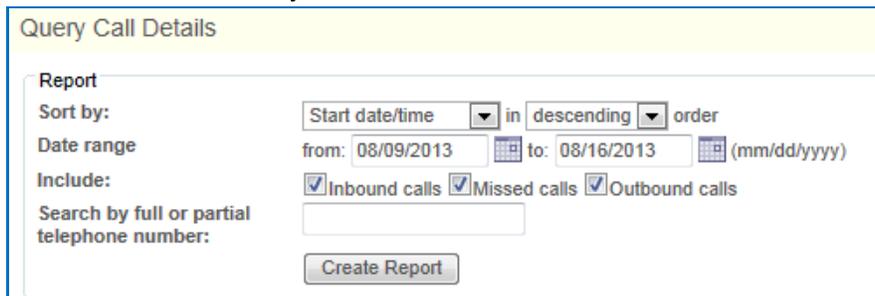
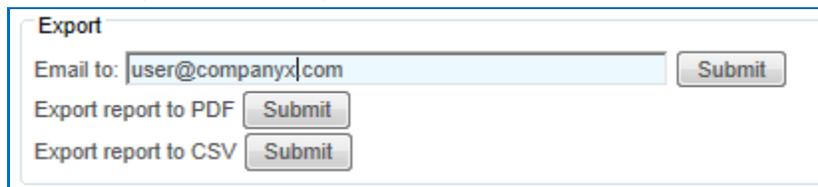| Query Call Details |
| --- |
| **Report** |
| Sort by: Start date/time ▼ in descending ▼ order |
| Date range from: 08/09/2013 ▦ to: 08/16/2013 ▦ (mm/dd/yyyy) |
| Include: ☑Inbound calls ☑Missed calls ☑Outbound calls |
| Search by full or partial telephone number: |
| Create Report |

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

Hosted Voice

Shared Call Appearance

Details

Shared Call Appearance allows administrators to allocate additional devices or lines to a phone number. These devices or lines also ring just like the primary phone. Users cannot add or remove these devices or lines.

Default

The default setting is OFF.

You will need to contact the System Administrator to turn on and turn off this feature.

Quick Tips

1. Should only be used if the need to make outbound calls from this additional line is required.
2. If users need to see if others are on the phone, the Side Car Add-On is suggested.
3. While this feature is typically used by an Administrative Assistant who needs to answer calls for the Executives, Call Forward Busy, or Call Forward No Answer are also able to provide this functionality.