Welcome to RCN Hosted Voice

Thank you for choosing RCN Hosted Voice as your new telephone solution. By partnering with RCN Business, you now have access to incredible state-of-the-art technology and dedicated local support. RCN Hosted Voice offers you a robust, scalable communications package that fits your business.

This guide provides key information on your services and features, so you can get the most out of your RCN Hosted Voice solution.
One of the exciting benefits of **RCN Hosted Voice** is the ability to set-up and control your communications according to your business’ specific needs.

You can access and customize your phone via your IP telephone or through Call Manager, our online tool designed to allow even more access and control to manage your services.

This manual is a general overview of **RCN Hosted Voice** and not meant to be an in-depth description of all features. If you have any questions please reach out to your RCN account executive.

**Logging into Call Manager:**

Go to: callmanager.rcn.com

Use your RCN phone number and voice mail PIN to log in.
5. **Hosted Voice Access**  
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   - Call Manager Dashboard  
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   - Messages & Calls  
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Hosted Voice Access

Reference this section of the guide to learn about all the features you can use to streamline communication.

Find out how to log in to your Hosted Voice’s Call Manager, listen to voice mail, configure personal phone settings, transfer calls, and activate frequently used shortcuts to maximize your service.

### Phone Feature Overview

- **Hookswitch**
- **Graphical LCD**
- **Context-Sensitive Soft Keys**
- **Call/Message Indicator**
- **Feature Keys**
- **Navigation Keys**
- **Hands-free Speaker**
- **Speakerphone Key**
- **Microphone Mute**
- **Hands-free Microphone**
- **Feature Keys**
- **Volume Adjustment**
- **Dial Pad**
- **Hold**
- **Handset Key**
- **Microphone**
- **Mute**
- **Activate**
- **Deactivate**

### Common Phone Access Codes

<table>
<thead>
<tr>
<th>Feature</th>
<th>Activate</th>
<th>Deactivate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Call Back</td>
<td>*66</td>
<td>N/A</td>
</tr>
<tr>
<td>Block Caller ID (per call)</td>
<td>*67</td>
<td>Automatic</td>
</tr>
<tr>
<td>Call Park</td>
<td>*95 or Phone Key</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Park Retrieval</td>
<td>*97 or Phone Key</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>*11 or Phone Key</td>
<td>N/A</td>
</tr>
<tr>
<td>Directed Call Pickup</td>
<td>*12 or Phone Key</td>
<td>N/A</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>*78 or Phone Key</td>
<td>*79 or Phone Key</td>
</tr>
<tr>
<td>Hunt Group Log-in &amp; Log-out</td>
<td>*96 or Phone Key</td>
<td>*96 or Phone Key</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>*98 or Phone Key</td>
<td>N/A</td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Block Caller ID (permanent)</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Call Forwarding Rules</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Hunting</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
<tr>
<td>Simultaneous Ring</td>
<td>Call Manager</td>
<td>Call Manager</td>
</tr>
</tbody>
</table>

Note: “Call Manager” refers to the user making desired changes through the Call Manager web portal.
Hosted Voice Access

Call Manager Dashboard
The dashboard gives quick access to the most frequently used options such as:
• Call Settings
• Message Settings
• Notifications
• Reminders

Logging into Call Manager
Step 1: Create your Voice Mail PIN
Step 2: Enter this URL in browser: callmanager.rcn.com
Step 3: At login screen, enter your 10-digit phone number
Step 4: In the password field, enter up to a 9 digit PIN
Contacts
You can organize contacts and see extensions and short codes that are managed by the Business Group Administrator as well as:

- Create new contacts
- Create groups of contacts (such as customers, personal, etc.)
- Import a CSV file from a program that can export a CSV file (such as Outlook in Windows or the Contacts App in OS X)
- Export contacts (in a CSV format for use in other programs)
- Create Speed Dials (such as 41 for 1-212-555-4141)
Call Manager Features

**Call Settings**
Settings allows you to configure your Call Manager account and phone with some additional options.

Change your PIN Number (the same is used or Call Manager and Voice Mail) on all devices associated with your Directory Number.

<table>
<thead>
<tr>
<th>Call Settings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Call Blocking</td>
<td></td>
</tr>
</tbody>
</table>

The other tabs available on the Home tab are Messages and Calls, and Notifications and Reminders.

**General**: This section has general options pertaining to Caller ID and call transfer options.
Call Settings (Continued)

**Messages:** Manage Voice Mail settings such as:

- How many seconds before Voice Mail picks up (default is 24 seconds)
- Forward a .wav file to an email address
- Log in options and what information is played by default when listening to Voice Mail
- Record a new greeting or different greetings for when your line is busy, calls outside normal business hours or if they’re calling from your business group

**Notifications:** Where notifications should be sent.

**Reminders:** Where reminders should be sent.
Caller ID Overview
This is standard Caller ID Service. It will display **both name and number** of the incoming caller.

**Activation:** Call Manager

**Deactivation:** Call Manager

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**Actions in Call Manager**

**Step 1:** Click Call Settings Option  
**Step 2:** Click on General Drop Down  
**Step 3:** Click on the Appropriate Option  
- Withhold caller ID when making calls  
- Display caller name for incoming calls  
- Display caller number for incoming calls
Caller ID Features

**Caller ID Blocking**
Prevents your phone number and/or name from appearing on the display unit of the called party. “P” “Private” or “Anonymous” will show on their display units.

**Caller ID Permanent Blocking**
Is a permanent blocking service applied on your request. Caller ID Blocking will remain active at all times unless you deactivate this service before you place each phone call.

If the called party has “Anonymous Call Rejection” your call will not be completed if the Caller ID Blocking feature is activated.

Caller ID Blocking must be deactivated to be able to reach the called party.

After deactivating the Caller ID Blocking, ID and number will appear on the Caller ID of the called party.

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**Per call DEACTIVATION of Caller ID Block (before you dial).**

`= 8 2 + Phone Number`

---

If you have deactivated “Withhold Caller ID when making calls” you can still temporarily block your Caller ID Name and Number on a per call basis.

**Per call ACTIVATION of Caller ID Block (before you dial).**

`= 6 7 + Phone Number`
Voice Mail Access
Access from your office phone

1. Press any of the following buttons:
   - **Voice Mail**: If the phone does not have a voice mail button press *98
   - **Messages**: Message Center > Connect
   - **Menu**: > Features > Messages > Message Center > Connect

2. Enter your PIN

Access your voice mail from an outside line

1. Dial your phone number
2. Wait for greeting
3. Press *
4. Enter your PIN

Message Playback Keys

<table>
<thead>
<tr>
<th>Playback Key Function</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increases message volume</td>
<td>6</td>
</tr>
<tr>
<td>Incrementally increases message volume</td>
<td>6 (pause) 6</td>
</tr>
<tr>
<td>Slows playback speed</td>
<td>7</td>
</tr>
<tr>
<td>Incrementally slows playback speed</td>
<td>7 (pause) 7</td>
</tr>
<tr>
<td>Pauses playback (up to :20) audible “ping” sound will be heard during pause</td>
<td>8</td>
</tr>
<tr>
<td>Resumes playback</td>
<td>repeat 8</td>
</tr>
<tr>
<td>Increases playback speed</td>
<td>9</td>
</tr>
<tr>
<td>Incrementally increases playback speed</td>
<td>9 (pause) 9</td>
</tr>
<tr>
<td>Date and time of message</td>
<td>66</td>
</tr>
<tr>
<td>Skips message back :05</td>
<td>77</td>
</tr>
<tr>
<td>Skips message forward :05</td>
<td>99</td>
</tr>
</tbody>
</table>

The playback keys are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.
Voice Mail Features

Access Voice Mail from Call Manager
Voice Mail in Call Manager allows you to play and view voice mail.

Activation: Call Manager
Messages & Calls > Message Tab

- **New VM Button**: Record and send new VM to the number you enter in box
- **List of Voice Mails**: Action dropdown menu
  - Reply to VM
  - Mark VM as new
  - Forward as Email (with VM as .wav file)
  - Forward as VM
- **Delete All Button**: Deletes entire VM box
- **VM Playback Pop-up Window**: Control playback and save, delete or close each VM
- **Play Button**: Click to listen to audio file of VM

E-fax
With E-fax, faxes can be downloaded as .pdf message to your computer.

Messages & Calls > Messages > Faxes

<table>
<thead>
<tr>
<th>Messages and Calls</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messages</td>
<td>Addon Call</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>(704) 601 7000</td>
<td></td>
</tr>
<tr>
<td>(773) 252-8921</td>
<td></td>
</tr>
<tr>
<td>(800) 238 1007</td>
<td></td>
</tr>
<tr>
<td>(409) 206 8560</td>
<td></td>
</tr>
<tr>
<td>(800) 347 3224</td>
<td></td>
</tr>
</tbody>
</table>

Deleted All
Forwarding Destinations
You can access many different Call Forwarding options from the Home tab in Call Manager.

From the Home page > Forwarding >
• Immediately
• Busy/No Answer
• Unavailable
• Selected Callers
• Forwarding Destinations

Forwarding Settings on Phone
Forward all calls if the line is busy, no answer or if certain callers call to a predetermined number.

<table>
<thead>
<tr>
<th>Forwarding Phone Options</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding Activation</td>
<td>*72</td>
</tr>
<tr>
<td>Call Forwarding Deactivation</td>
<td>*73</td>
</tr>
<tr>
<td>Unavailable Forward Calls Activation</td>
<td>*63</td>
</tr>
<tr>
<td>Unavailable Forward Call Deactivation</td>
<td>*83</td>
</tr>
</tbody>
</table>
Forwarding Settings in Call Manager

Home Tab > Forwarding

> Immediately Forward
Click box to turn feature on. Clicking again removes check and turns feature off.

> Busy/No Answer
Forwards incoming calls to a specified number, when the dialed number is busy. Click box to turn feature on. Clicking again removes check and turns feature off.
(Continued)

**Forwarding Settings in Call Manager**

**Home Tab > Forwarding >**

- **Unavailable**
  This is to forward calls only if you are unavailable (e.g. you are away from your desk, in a meeting, on vacation, etc.). You can configure settings under this tab.

- **Selected Callers**
  Forwards incoming calls from numbers you select.

- **Forwarding Destinations/Drop Down Menu**
  You can access previously saved forwarding numbers in this drop down menu. You can also choose “Other” and enter any number into the box.
Call Barring Levels

Call Barring Levels are established by your Administrator to define the calling privileges that will be assigned to each individual number.

Actions in Call Manager

Step 1: Click Settings
Step 2: Click Calls
Step 3: Click Call Blocking

Select/Deselect options as needed

Types of Call Barring

Various levels of outgoing calls can be blocked via the Call Manager:

- Local
- National & Mobile
- International
- Premium Rate
- Operator
- Directory
- Access Codes
- Access Codes that change configuration
FindMe/FollowMe Settings
FindMe/FollowMe Settings allows you to configure additional ring settings for your phone via your Call Manager account.

This setting provides a way for you to configure additional numbers that will ring instead of or as well as your own number, any of which can answer the call.

Add Rule
A Rule is a pre-defined command that is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other configured numbers is stopped.

Call Manager > FollowMe >
Where to add rule in FollowMe
Click box to turn feature on. Clicking again removes check and turns feature off.

> Add Rule
Rules can determine:
- What stage in the FindMe/FollowMe process you are customizing
- Destination
- Length of ring
- Permit forwarding
Speed Dial

> Speed Dials > New Speed Dial

One digit codes range from 2-9. Two digit codes range from 20-49.

Type in the number to be dialed.

Press “Add”.

NOTE: Include all numbers needed to dial out, eg: 9 + area code + number.

Using Speed Dial

Dial the speed dial number then press “Dial” on phone.

To delete Speed Dial: Under Speed Dial, press the black X next to the speed dial to be removed.

Press “Apply”.

NOTE: Configuring a button on the phone is possible from Phone Profile. Just enter the speed dial code and save to the phone.
## Extensions

Extensions allows for shorter dialing of numbers within the Business Group. Typically, most businesses create an extension that is the same as the last four digits of the Directory Number.

On the Extensions section, you can:
- See a list of each existing extension and to which directory number it is mapped
- Add or Remove Extensions
- Add or Remove Extension ranges
- Edit existing Extension or Extension ranges

## Short Codes

Short Codes allows your Administrator to set up three digit or four digit codes to quickly dial common numbers. The Short Codes are then available to all users in the Business Group. The three digit and four digit codes are required to prevent duplication of Short Codes.
Phone Set
Features

Call Pickup
Call Pickup allows a subscriber on a Business Group Line to pick up an incoming call to any other line within a pre-defined group by dialing an access code.

1. Pick-up non-ringing phone, dial either:
   - 1 1
   - CALL PICK-UP

2. Ringing call will appear on the phone

Directed Call Pickup
Directed Call Pickup is a service that allows you to answer a call that is ringing on another line in the same business group. Additionally, some SIP phones can monitor the status of a line using Line State Monitoring. This means that, for example, an executive assistant can see when calls are made to the CEO, and pick them up when they are busy.

In order to use this feature, you will need to enable Directed Call Pickup and Line State Monitoring.

Once setup, simply dial

- 1 2

immediately followed by business line extension. The call will be picked up on your line.
Phone Set Features

Do Not Disturb
This is a button on the phone that puts the line on standby.

Activation

| DND | Call Manager | * 7 8 |

Deactivation

| DND | Call Manager | * 7 9 |

Call Park
This service allows a subscriber on a Business Group Line to put a call on hold so that any member of the same Business Group can pick it up later.

1. During a call, press:

   | * 9 5 or CALL PARK |

2. Press TRANSFER (prompt will play)

3. Press TRANSFER

4. Pick up phone from any other phone in business group, dial:

   | * 9 7 or CALL PARK |

Star Key doesn't work UNLESS you dial with the code (e.g.*971000)
Three-Way Calling

1. After receiving an incoming call

2. Press **CONFERENCE**

3. Enter the number you wish to conference in

4. Press **SEND**

   NOTE: A split button will appear on the phone, this will allow the conference to be split into two separate lines. This feature is optional.

5. Third party picks up

6. Press **CONFERENCE** all three parties are now on the line together

   NOTE: Three way calling is not a conference bridge.

Conference Calling

1. After receiving an incoming call

2. Press **TRANSFER**

   NOTE: This defaults to warm transfer. Optional Blind button will appear on phone. Blind transfer option means the original call is immediately sent to the third party. The transferor is never connected to a third party.

3. Type number to transfer

4. Press **SEND**

5. Once the third party picks up

6. Press **TRANSFER** again, this completes the transfer
Help and Resources
Access these online Hosted Voice resources for more tips and guides.

Visit: rcn.com/business
Downloadable Guides, Hosted Voice Call Manager Access Login and more.

Hosted Voice Call Manager Help Section
Access the Help section by clicking on “Help” in the lower right corner of Call Manager. Search or browse for help topics.

Have More Questions?
Visit: rcn.com/business/contact-us
We’re here to help!
Follow the URL above to chat live, or call 877.RCN.7000.