

# HOSTED VOICE

## Features and User Guide



**Astound**<sup>®</sup>  
Business Solutions

Powered by **RCN** | **GRANDE COMMUNICATIONS** | **wave**

WELCOME



## **Welcome to Astound Hosted Voice**

Thank you for choosing Astound Hosted Voice as your new communications solution. By partnering with Astound Business Solutions, you now have access to incredible state-of-the-art technology and dedicated local support. Astound 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 Astound Hosted Voice solution.



## OVERVIEW



One of the exciting benefits of **Astound Hosted Voice** is the ability to set up and control your communications according to the specific needs of your business.

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

You can also download a number of different applets by visiting our download page: <https://www.astound.com/business/support/>

The applets include:

### **ConnectNow**

A video/audio conferencing service where a moderator can initiate a video conference meeting with just a couple of clicks of the mouse and invite from 4 to 500 attendees.

### **CRM Integration**

This solution integrates with a wide range of popular Customer Relationship Management (CRM) tools.

### **Attendant Console**

A professional softphone for operators and receptionists with Outlook/LDAP/XMPP/CRM integration, built-in web browser and e-mailer.

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

### **Logging into Mywavephone:**

Go to: <https://mywavephone.com>

Use your Astound phone number and password to log in.

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# HOSTED VOICE Access



## Phone Feature Overview



## Common Phone Access Codes

Feature	Activate	Deactivate
Automatic Call Back	* 86	N/A
Block Caller ID (per call)	* 67	Automatic
Call Park	* 13 or Phone Key	N/A
Call Park Retrieval	* 14 or Phone Key	N/A
Call Pickup	* 11 or Phone Key	N/A
Directed Call Pickup	* 12 or Phone Key	N/A
Do Not Disturb	* 78 or Phone Key	* 79 or Phone Key
Voice Mail	* 9 or Phone Key	N/A
Anonymous Call Rejection	Mywavephone	Mywavephone
Block Caller ID (permanent)	Mywavephone	Mywavephone
Call Forwarding Rules	Mywavephone	Mywavephone
Simultaneous Ring	Mywavephone	Mywavephone

**Note:** “Mywavephone” refers to the user making desired changes through the Mywavephone web portal.

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 Mywavephone**, listen to voice mail, configure personal phone settings, transfer calls and activate frequently used shortcuts to maximize your service.

# HOSTED VOICE Access



## Mywavephone Homescreen

The Homescreen gives quick access to the most frequently used options such as:

- Groups
- Call Settings
- Message Settings
- Notifications
- Reminders
- Account Codes

## Logging into Mywavephone

Step 1: Ask your administrator for your initial password

Step 2: Enter this URL in browser:

<https://mywavephone.com/>

Step 3: At login screen, enter your 10-digit phone number and Astound password



**Groups**  
Members of the same work team or department

**Call Settings**  
Set general call features like Call Forwarding, Call Blocking or Call Jump

**Message Settings**  
Set up voice mail general information, call greetings, and mailbox access

**Notifications**  
Establish how to get notified of voice mails and e-mails

**Reminders**  
Enable reminders for your phone number

**Account Codes**  
Assigned numbers that correspond to a certain action

# CONNECTNOW Installation



## Installation

### Download ConnectNow

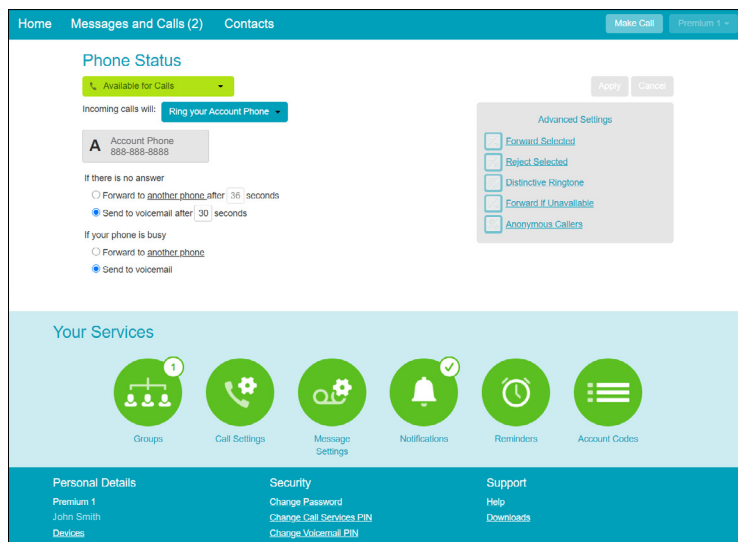
There are two ways for you to download the ConnectNow app—through Myastoundphone or from our Download page:

#### 1. Download through Mywavephone:

Go to <https://mywavephone.com/> and log into your account using your phone number and password credentials.

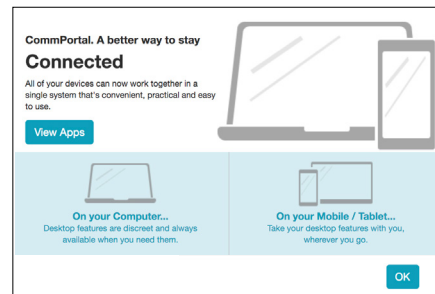
Go to the bottom right and click Downloads.

You will need to have your account enabled for ConnectNow before downloading the files. Please check with your administrator if you do not see an option to download ConnectNow.



### For Desktop and Laptop Computers:

Click on “On your Computer” in the Download Dialog box.



Select the appropriate Computer OS System. When prompted, save the file, then find the file in the download folder and open it to begin the installation process.

Follow the on-screen instructions to install the Wave Cloud Phone app.



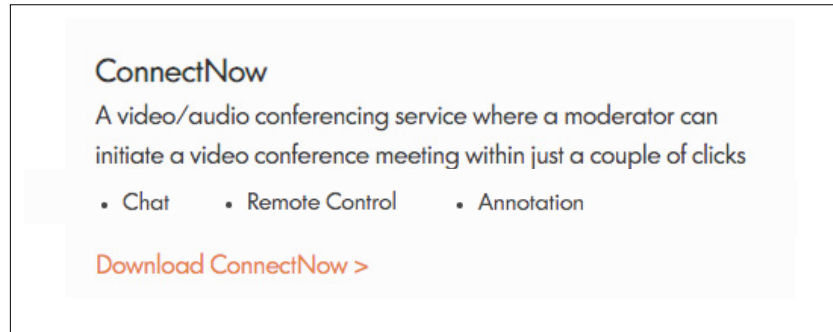
# CONNECTNOW Installation



## Installation (Continued)

### 2. From our Download page:

Go to: <https://www.astound.com/business/support/voice/>

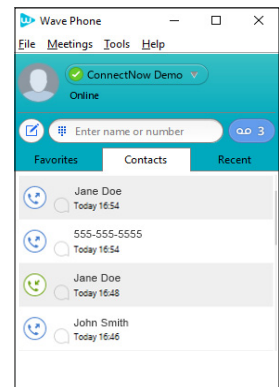


### Click Download ConnectNow.

When prompted, save the file, then find the file in the download folder and open it to begin the installation process. Follow the on-screen instructions to install the Wave Phone applet.



### Once installed, launch the Wave Phone app.





# CONNECTNOW Features

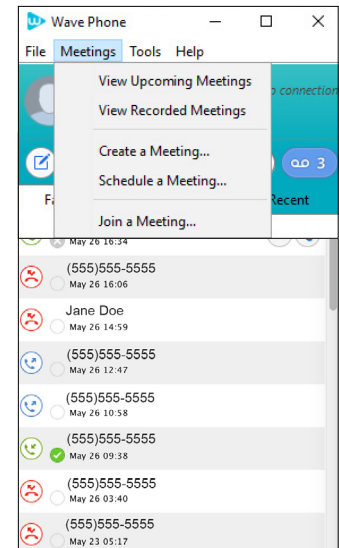


## Meetings

Click on the Meetings Menu item.

You will see five options:

- View Upcoming Meetings
- View Recorded Meetings
- Create a Meeting
- Schedule a Meeting
- Join a Meeting



## View Upcoming Meetings

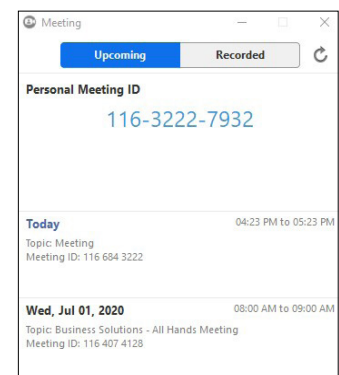
Lists all meetings that are pending.

If you hover your mouse over the meeting you will see four options:

- **Start** – Begins the meeting
- **Edit** – Update, make changes to the meeting
- **Delete** – Removes the meeting
- **Copy** – Allows you to copy the meeting information and send it to participants who may have lost the information

The information copied includes:

- Meeting name
- Date of meeting
- Time of meeting
- URL to join the meeting
- Phone number to join the meeting (if not using computer audio)
- Meeting ID



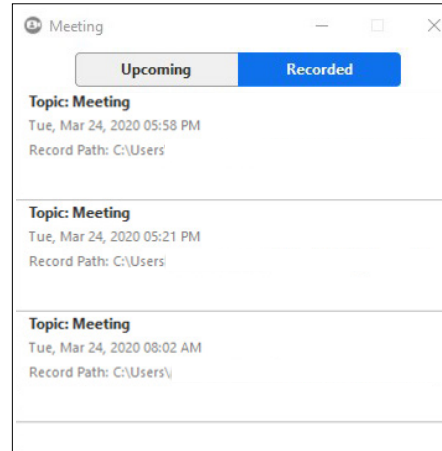
# CONNECTNOW Features



## View Recorded Meetings

Lists all meetings that were recorded. If you hover your mouse over the meeting you will see four options:

- **Play** - Plays video and audio of the recorded meeting
- **Play Audio** - Plays the audio of the recorded meeting
- **Open** - Launches File Explorer (in Windows) and displays the individual audio and video files
- **Delete** - Removes the meeting



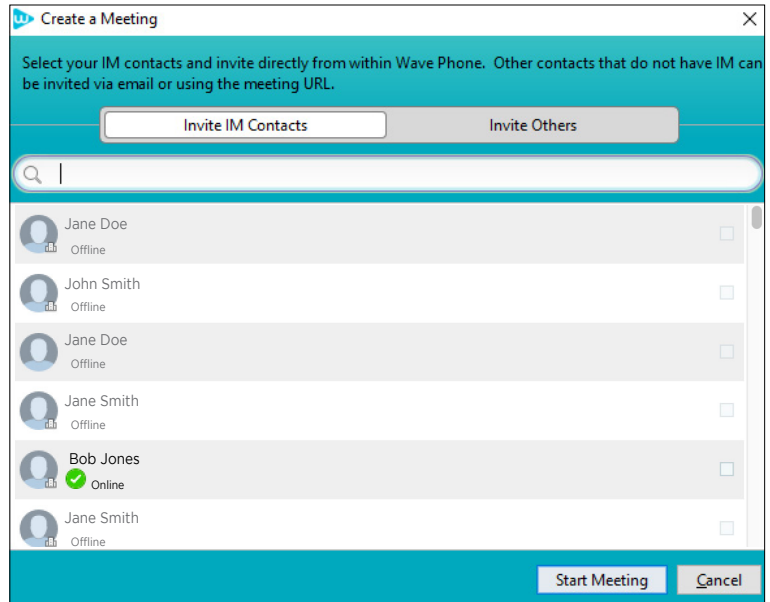
# CONNECTNOW Features



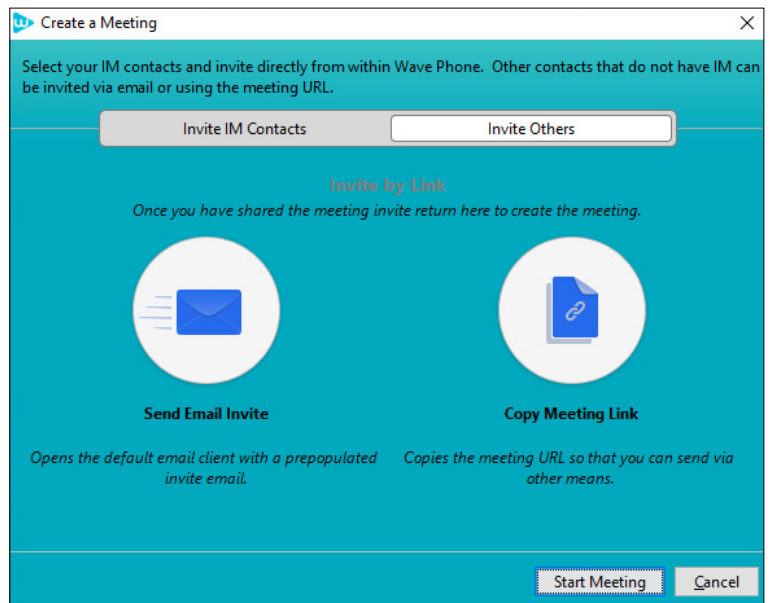
## Create a Meeting

Allows you to launch an instant meeting. There are two ways to start an instant meeting:

1. Click **Invite IM Contacts** and select those individuals from within your business group.



2. Click **Invite Others**. You now have two options:
  - a. Send Email Invitation - Sends a meeting invite from your mail client.
  - b. Copy Meeting link and send an email to desired participants.



# CONNECTNOW Features



## Schedule a Meeting

You can use ConnectNow to schedule a one-off or recurring meeting.

1. Select the Schedule a Meeting option to launch the Schedule a New Meeting window. Here, you can set:
  - The topic of the meeting
  - Date
  - Time
  - Meeting duration
  - Specify various other audio and video settings for the meeting
  - Determine whether a password is required for the meeting
2. Then click Schedule to open the meeting invitation and select the participants you want to invite to the meeting before sending the invite.

The ConnectNow meeting is added to the participant's calendar.

**Note:** The participant does not need to be a ConnectNow subscriber to join the meeting. They simply click the link and can join the meeting.

Schedule a new meeting

Topic:

**When**

Start:

Duration:  Hr  Min

Time Zone: [\(GMT-7:00\)Pacific Daylight Time](#)

Recurring meeting

**Video (when joining a meeting)**

Host:  On  Off

Participants:  On  Off

**Audio Options**

Telephone  Computer Audio  Telephone and Computer Audio

Dial in from United States [Edit](#)

**Meeting Options**

Require meeting password

[Advanced Options](#) ▾

**Calendar**

Outlook  Google Calendar  Other Calendars

[Schedule](#)



# CONNECTNOW Features



## Join a Meeting

You can join a ConnectNow Meeting by clicking on the Join button and entering the meeting ID, or by opening the Meeting URL in a browser.

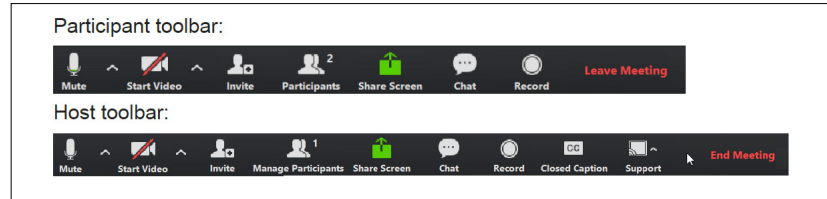
A screenshot of a software dialog box titled "Join a Meeting". The dialog has a teal background and a white border. At the top left is the ConnectNow logo, and at the top right is a close button (X). Below the title bar is a circular icon containing a person and a video camera. To the right of this icon is the text "Enter Meeting ID or Personal Link Name" above a white text input field. Below the input field is the instruction "If you received an invitation link, click the link to join the meeting". There are two checkboxes: "Disconnect audio when joining" (unchecked) and "Turn off my video when joining" (checked). At the bottom right are two buttons: "Join" and "Cancel".

# CONNECTNOW Features





## The Meeting Window

While a meeting is in progress, you will either see the Participant Toolbar or the Host Toolbar at the bottom of the Meeting window.





### Set Up your Audio and Video

Use the Microphone icon to toggle your microphone:

On  and Off 


Use the Video icon to toggle your video:

On  and Off 

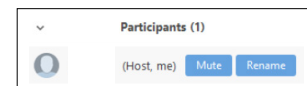
### Invite Contacts to Join the Meeting

Click on and select the contacts you want to invite to join you in the meeting. The contacts you select are then sent a meeting invitation.


### View Meeting Participants

Click on  **Participants** to see who has joined the meeting.

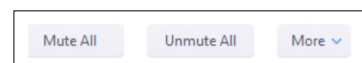
You can access the following options from the Participant window:



- Mouse over your name to mute/unmute yourself or change your display name
- At the foot of the screen:
  - Mute Me – Put yourself on mute
  - Raise Hand – Let the meeting host know you have something to say
  - Reclaim Host – Allows you to take back the role of meeting host

If you are the meeting host click on  **Manage Participants** to access the participants' window.


Meeting hosts can use the Mute All or Unmute All options at the foot of the screen to mute or unmute participants.



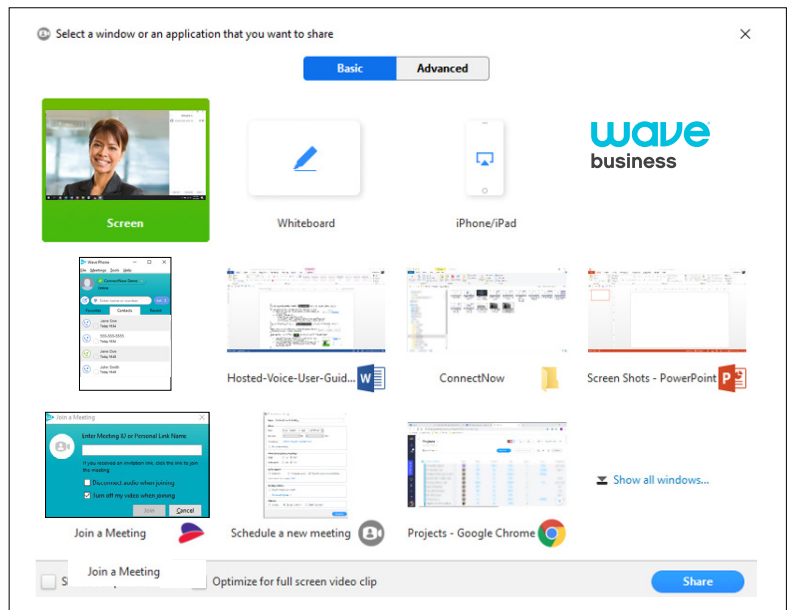
# CONNECTNOW Features



## Share Screen

Click on Share  to share your screen or an application.

- Select the Screen option to share your entire desktop. The participants will see your entire desktop.
- Your open applications will be listed on the Share tab. Click on an application to share. The participants will only see that specific application.




# CONNECTNOW

## Features

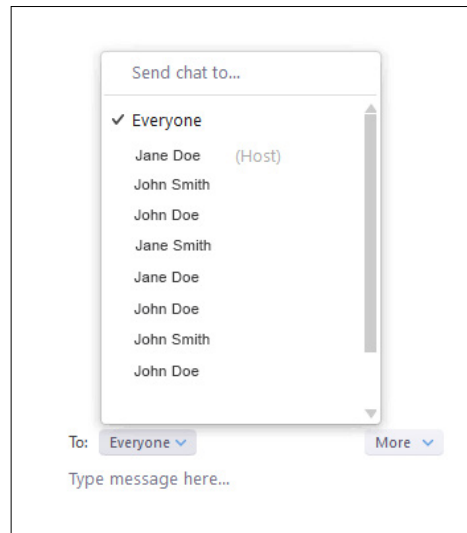


### Chat

Click on Chat  to launch the Chat window.

You can chat with everyone or with an individual.

- To chat with everyone make sure the To field reads Everyone. Type your message in the chat box and press Enter when done.
- To chat with an individual:
  - Click on the To field to display all the participants in the meeting. Select and click on the person you want to chat with and type your message in the chat box. Press Enter.
  - Mouse over the person's name in the Participant List and click the Chat option. Type your message in the chat box. Press Enter.




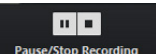


# CONNECTNOW Features

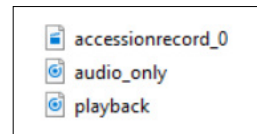


## Record

To Record a meeting press the Record button 

- There will be an announcement that the meeting is being recorded.
- From that point on all conversations and video (if activated) will be recorded.
- To end the recording press the Stop Record button 

When the meeting ends the recording will be converted to an MP4 and downloaded onto your computer.

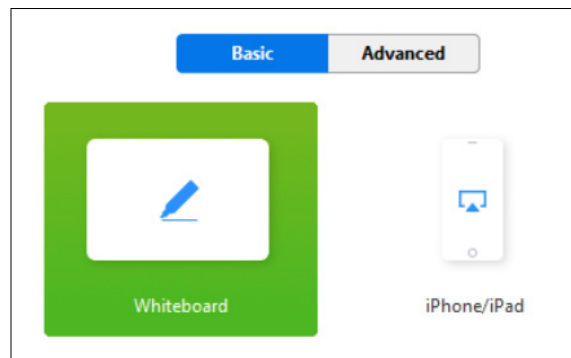


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## Whiteboard

Make your meetings even more productive by utilizing the Whiteboard feature in ConnectNow. The Whiteboard feature takes collaboration to the next level and allows both you and your participants to draw, erase, and place shapes into a completely virtual notepad right in your online meeting room. It's an immersive team collaboration tool perfect for project planning, and more.

To launch a whiteboard, click on Share  and click the Whiteboard icon.

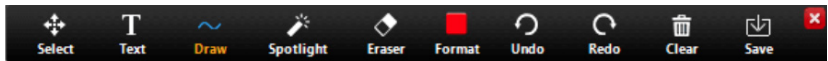


# CONNECTNOW Features

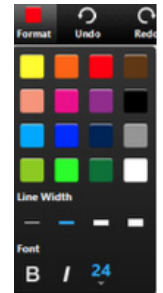
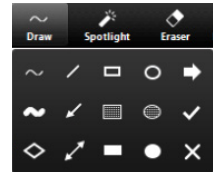


## Whiteboard (Continued)

The whiteboard appears with several annotation options:



- Text - Allows you to type text on the whiteboard surface in a text box
- Draw - Affords several symbols or shapes to choose, or you can free style draw
- Spotlight - Lets you highlight certain words, objects, or pictures on the whiteboard
- Eraser - Gives you the opportunity to delete various things on the whiteboard
- Format - Provides many of the familiar formatting options such as:
  - Boldface
  - Italicize
  - Font size
  - Colors
  - Line thickness
- Undo - Reverses an action
- Redo - Repeats an action
- Clear - Erases the entire whiteboard
- Save - Allows you to save your work for future use



## Leave/End a Meeting

To leave a meeting as a participant select **Leave Meeting**

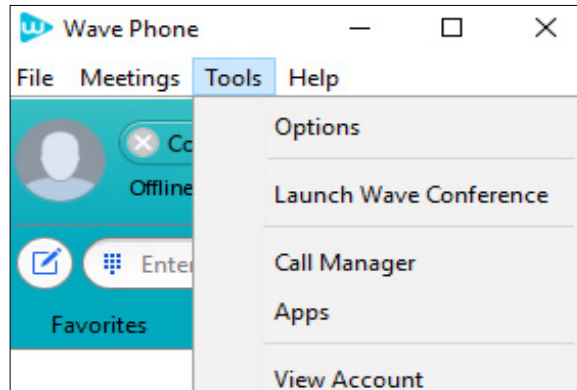
To end a meeting as a host select **End Meeting**

# CONNECTNOW Options



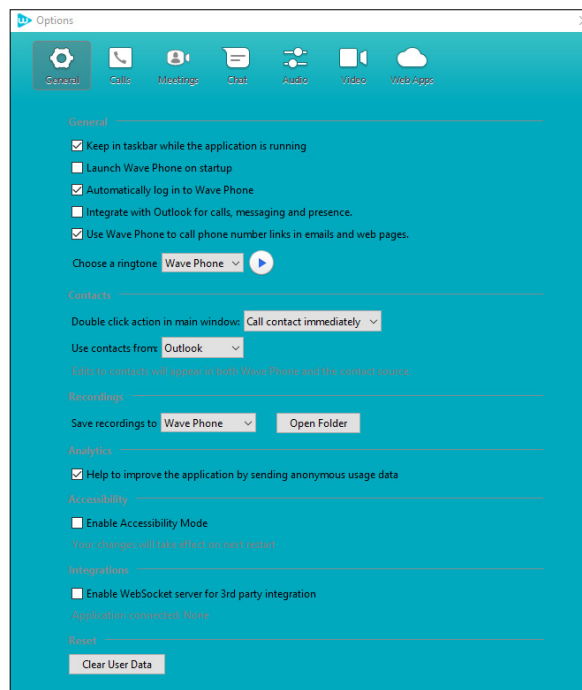
## ConnectNow Options

You can personalize ConnectNow to meet your preferences. On the Wave Phone app, click on Tools at the top, and then go to Options.



### • General

- View/Use the Desktop App
- Choose ringtone
- Manage contacts
- Handle recordings
- Review analytics
- Select accessibility options



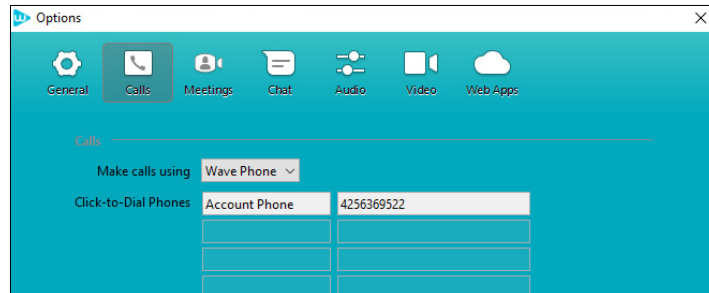
# CONNECTNOW Options



## ConnectNow Options (Continued)

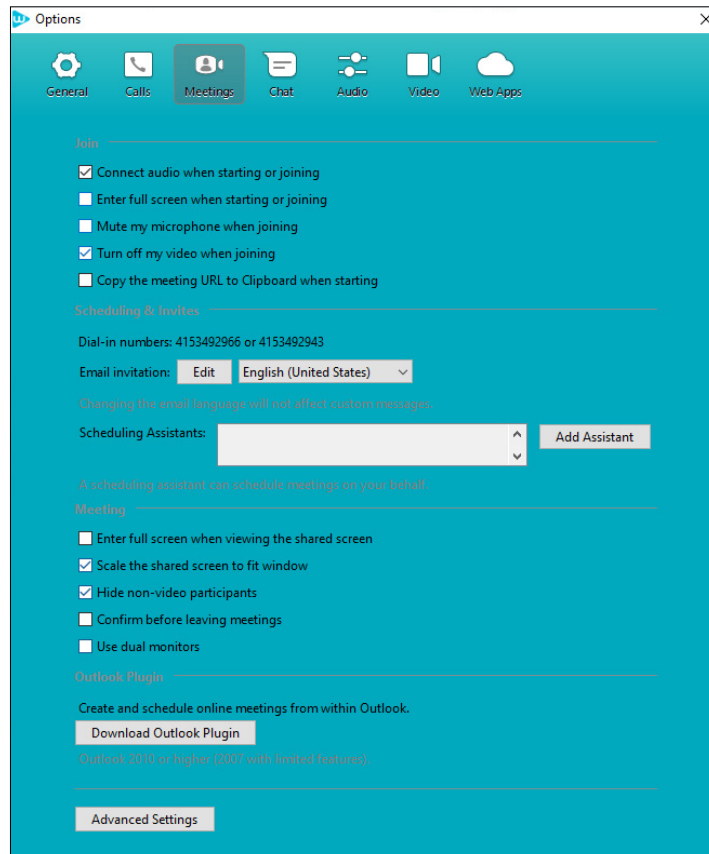
### • Calls

- How calls are made
- Using the Direct Call feature



### • Meetings

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting





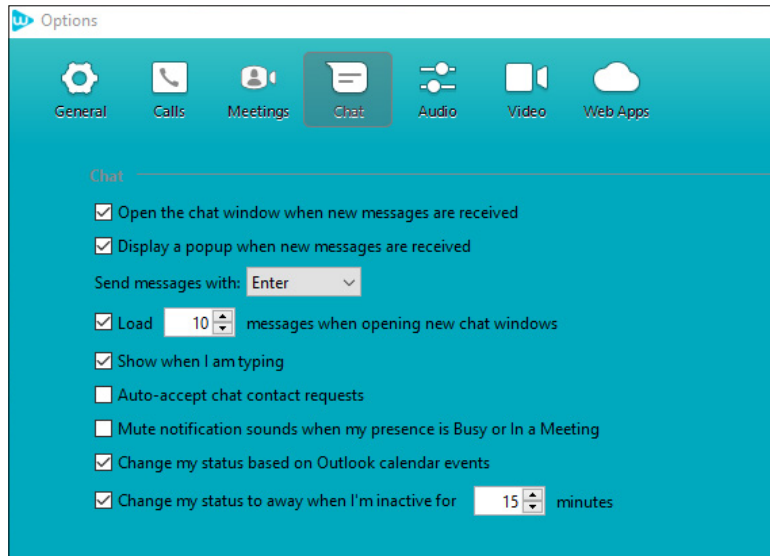
# CONNECTNOW Options



## ConnectNow Options (Continued)

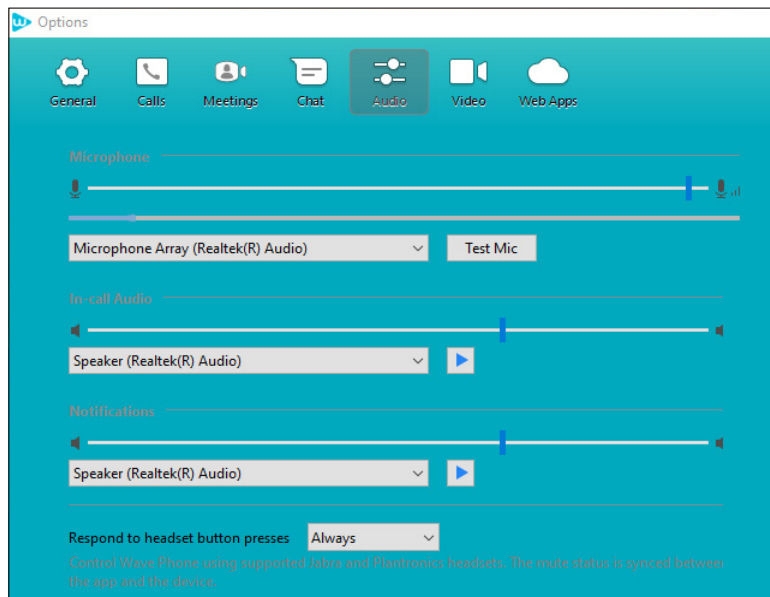
### • Chat

- Create defaults for the Chat window, presence and use



### • Audio

- Microphone levels
- In call audio levels
- Notifications



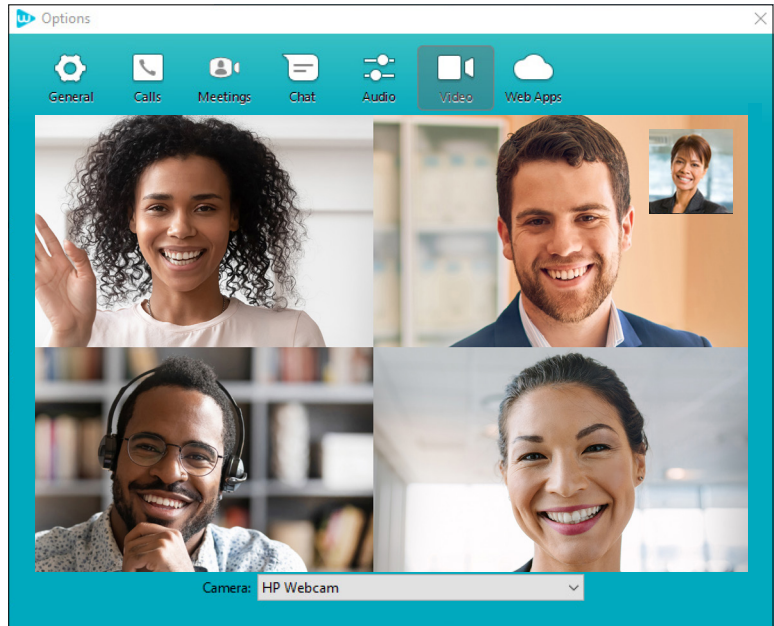
# CONNECTNOW Meeting Security



## ConnectNow Options (Continued)

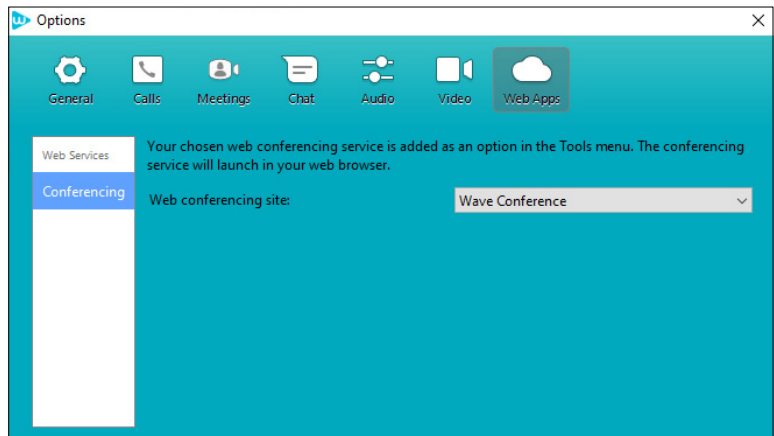
### • Video

- Adjust video levels and camera



### • Web Apps

- Astound Conference



# CONNECTNOW

## Meeting Security



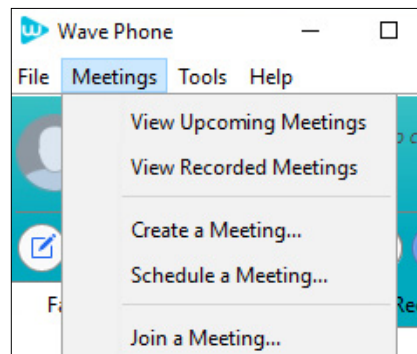
## Securing Your Meeting

Securing your videoconferencing meeting with ConnectNow requires a few simple best practices:

### Password Protect your Sessions

Create a password for each of your meetings and share it with participants you invite. You can set a password when you schedule your meeting.

Click on the Meetings Menu item and select Schedule a Meeting.



Under Meeting Options select Password and create a unique password. There are also other options to secure your meeting when scheduling a meeting.

- You can disable the Enable Before Host option. This prevents participants from joining the meeting until the host starts the call.
- Enable Use Personal ID. Participants will need to enter your personal ID number to access the meeting.

Schedule a new meeting

Topic: John Smith's Meeting

When

Start: Tue April 7, 2020 07:00 PM

Duration: 1 Hr 0 Min

Time Zone: (GMT-4:00)Eastern Daylight Time

Recurring meeting

Video (when joining a meeting)

Host:  On  Off

Participants:  On  Off

Audio Options

Telephone  Computer Audio  Telephone and Computer Audio

Dial in from United States [Edit](#)

Meeting Options

Require meeting password

Enable join before host

Mute participants on entry

Use Personal Meeting ID 555-5555-5555

Record the meeting automatically on the local computer

[Advanced Options ^](#)

Calendar

Outlook  Google Calendar  Other Calendars

# CONNECTNOW

## Meeting Security



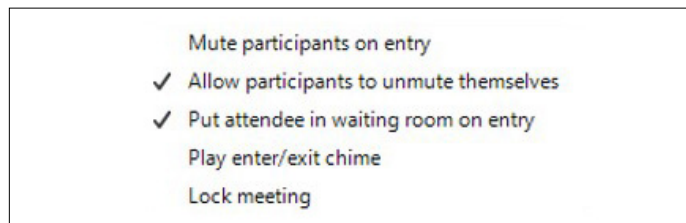
## Securing Your Meeting (Continued)

### Use a Waiting Room

Using a Waiting Room allows you to filter who can join the call. ConnectNow allows you to send all participants to a waiting room where you can either admit everyone together or select participants individually to admit into the session.

You can activate the Waiting Room through your settings (see the Settings section):

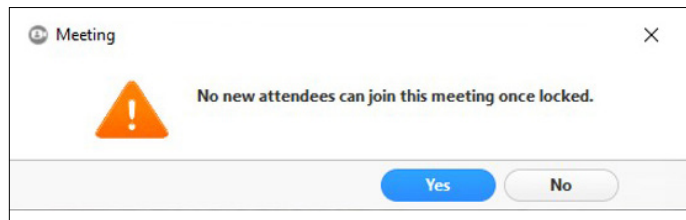
- From the Meeting Window click on Participants.
- In the lower right of the Participant window click on More.
- Select the option: Put attendee in waiting room on entry.



### Lock your Sessions

Once all of the invited participants have joined a session you can lock the meeting. This will prevent anyone from joining the meeting once it is started. To lock the meeting:

- From the Meeting Window click on Participants.
- On the lower right of the Participant window click on More to see the option Lock Meeting.
- You will see a pop up window asking you to confirm your selection.



# CONNECTNOW

## Meeting Security



### Securing Your Meeting (Continued)

#### Play a Sound when Participants Enter or Leave a Meeting

Whenever someone joins or leaves the call a sound will play alerting you to that fact. This will allow you to ask who joined the call or let you know someone may be lurking in the background.

#### Remove Troublemakers

Occasionally review the list of attendees and remove anyone who does not belong:

- From the Meeting Window click on Participants
- Scan the list of attendees in the Attendee window
- Simply hover your mouse above his or her name and select Remove





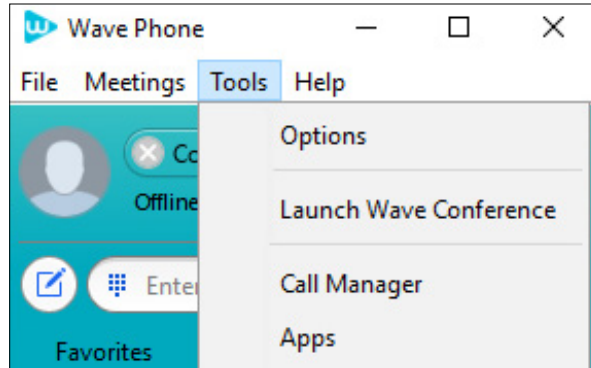
# CONNECTNOW

## Meeting Settings



## Settings

You can set meeting options through ConnectNow Tools. On the Wave Phone app, click Tools and then Options.



Click on the Meetings tab. From here you can set several defaults such as:

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting

A screenshot of the "Schedule a new meeting" dialog box. The "Topic" field contains "John Smith's Meeting". The "When" section shows "Start" as "Tue, June 16, 2020" at "05:00 PM", "Duration" as "0 Hr 15 Min", and "Time Zone" as "(GMT-7:00) Pacific Daylight Time". There is a checkbox for "Recurring meeting" which is unchecked. The "Video (when joining a meeting)" section has "Host" and "Participants" both set to "Off". The "Audio Options" section has "Telephone and Computer Audio" selected. The "Meeting Options" section has "Require meeting password" checked with the password "019544". There is a link for "Advanced Options". The "Calendar" section has "Outlook" selected. A "Schedule" button is at the bottom right.

Go to the bottom left and select Advanced Settings

Advanced Settings

You will be re-directed to a web page where you can set additional options.

# MYWAVE PHONE Features



## Messages and Calls

Messages and Calls displays new and saved voice mail messages. It also shows you:

- Missed Calls
- Received Calls
- Dialed Calls
- Deleted Voice Mail Messages

A screenshot of the MyWave Phone web interface. The top navigation bar includes 'Home', 'Messages and Calls (3)', and 'Contacts'. Below the navigation, there are tabs for 'Messages (3 New)', 'Missed', 'Dialed', 'Received', and 'Deleted'. A 'New Voicemail' button is visible. The main content area shows a list of three voicemail messages, each with a play button, the number '888-888-8888', and the date and time of the message. A 'Delete All' button is in the top right. At the bottom, there are three columns of links: 'Personal Details' (ConnectNow Demo, Devices, Allocated Licenses), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Downloads).

## 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)

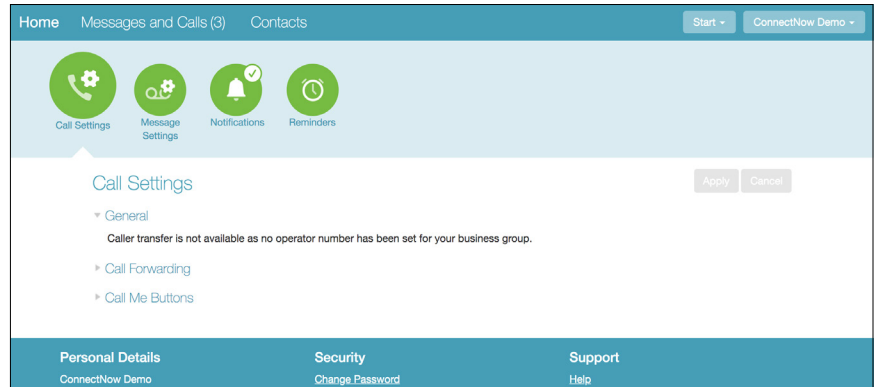
A screenshot of the MyWave Phone web interface showing the 'Contacts' section. The top navigation bar includes 'Home', 'Messages and Calls (3)', and 'Contacts'. Below the navigation, there are tabs for 'Contact List', 'Extensions', and 'Short Codes'. A 'New Contact' button is visible. The main content area shows a search bar and a welcome message: 'Welcome to the Contact List. Add your colleagues, friends and family to your contact list to quickly make calls, see who your calls and messages are from, and more. To begin, click the New Contact or Import buttons above.' At the bottom, there are three columns of links: 'Personal Details' (ConnectNow Demo, Devices, Allocated Licenses), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Downloads).

# MYWAVE PHONE Features



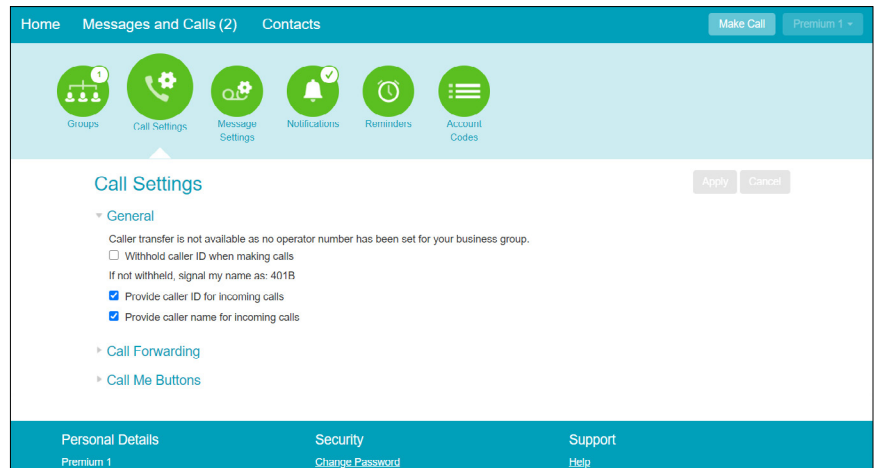
## Call Settings

Settings allows you to configure your Mywavephone account and phone with some additional options.



The other tabs available on the Home tab are Message Settings, Notifications and Reminders.

**General:** This section has general options pertaining to Caller ID and Call Transfer options.



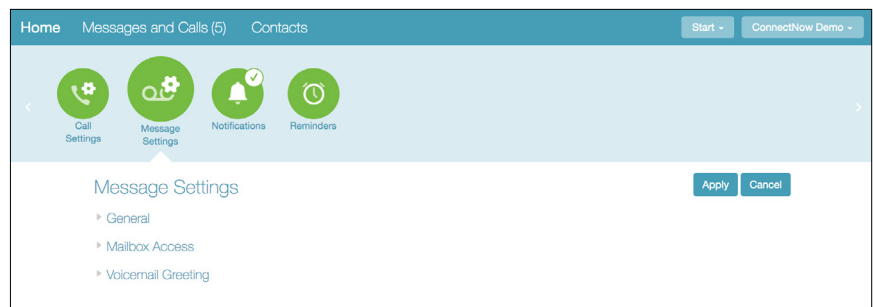
# MYWAVE PHONE Features



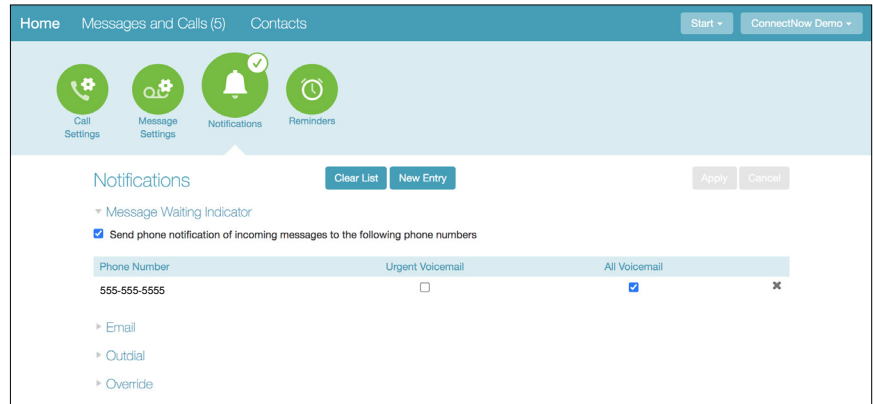
## Call Settings (Continued)

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

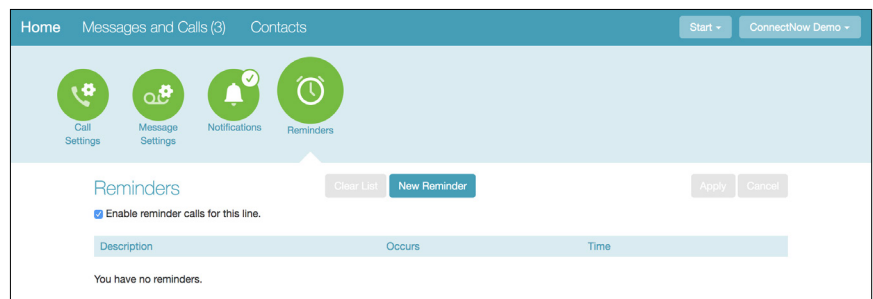
- Forward a .wav file to an email address
- Log in options and what information is played by default when listening to Voice Mail
- Record a new greeting or different greetings for when your line is busy, calls are outside normal business hours, or if they're calling from your business group.



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



**Reminders:** Where reminders should be sent:



# CALLER ID Features



## Caller ID Overview

This is standard Caller ID Service. It will display both name and number of the incoming caller.

**Activation:** Mywavephone

**Deactivation:** Mywavephone

.....

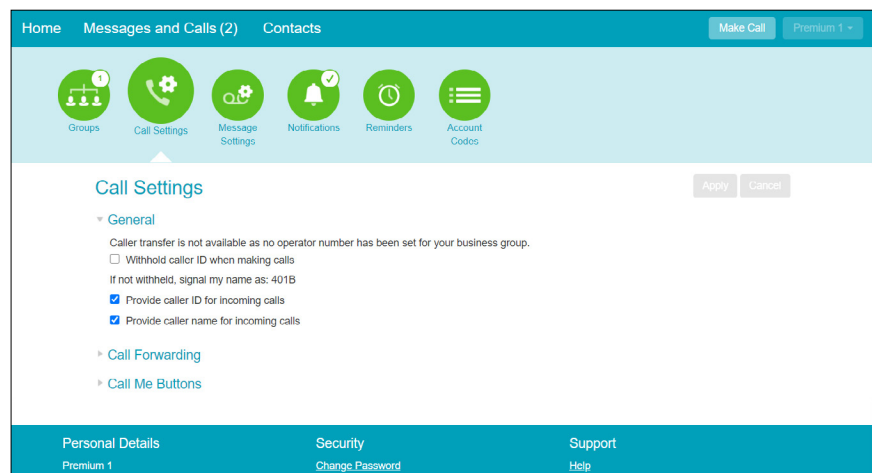
### Actions in Mywavephone

**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.

.....  
**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

## Caller ID Permanent Blocking

.....  
Permanent Blocking is a 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.

# VOICE MAIL Features/Access



## 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 \* 9
- Messages** Messages and Calls > 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

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

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



## Access Voice Mail from Mywavephone

Voice Mail in Mywavephone allows you to play and view Voice Mail messages.

### Messages and Calls > Message Tab

**Play Button**  
Click to listen to audio file of VM

**Messages**

**New VM Button**  
Record and send new VM to the number you enter in box

**List of Voice Mails**

**Delete All Button**  
Deletes entire VM box

**Voice Mail Playback Pop-up Window**  
Control playback and save, delete or close each VM

**Actions Dropdown Menu**

- Reply
- Mark as heard
- Forward as Email (with VM as .wav file)
- Forward as Voice Mail



# MYWAVE PHONE

## Forwarding Features



## Forwarding Destinations

You can access many different Call Forwarding options from the Home tab in Mywavephone.

### From the Homescreen > Forwarding >

- Immediately
- Busy/No Answer
- Unavailable
- Selected Callers
- Forwarding Destinations



## Forwarding on Phone

Users can forward all calls if the line is busy, no answer or if certain callers call to a predetermined number:

Feature	Code	Result
Busy Call Forwarding: Disable	* 348	Deactivate Busy Call Forwarding
Busy Call Forwarding: Enable	* 348+ Number + Dial	Forwards a call when the dialed extension is busy
Call Forwarding No Answer: Disable	* 350	Deactivate Call Forwarding No Answer
Call Forwarding No Answer: Enable	* 349 + Number + Dial	Forwards a call when the dialed extension is not answered
Selective Call Forwarding: Disable	* 83	Disables Selective Call Forwarding
Selective Call Forwarding: Enable	* 63	Forwards calls from specific incoming number
Unconditional Call Forwarding: Disable	* 73	Deactivate Unconditional Call Forwarding
Unconditional Call Forwarding: Enable	* 72 + 1 + Number + Dial + Answered Call (If endpoint cannot be answered, repeat step (x2) * 72 + 1 + Number + Dial)	Forwards all calls to an extension or telephone number

# MYWAVE PHONE

## Forwarding Features



## Forwarding Settings in Mywavephone

### 1. Base Homescreen

First screen a person sees after they login.

### 2. Homescreen > Available for Calls dropdown

Toggle between being available to take calls – “Available for Calls” and “Do Not Disturb”, in which your phone will not ring and the caller is immediately sent to voicemail or forwarded, depending on what your “If there is no answer” setting is.



# MYWAVE PHONE

## Forwarding Features

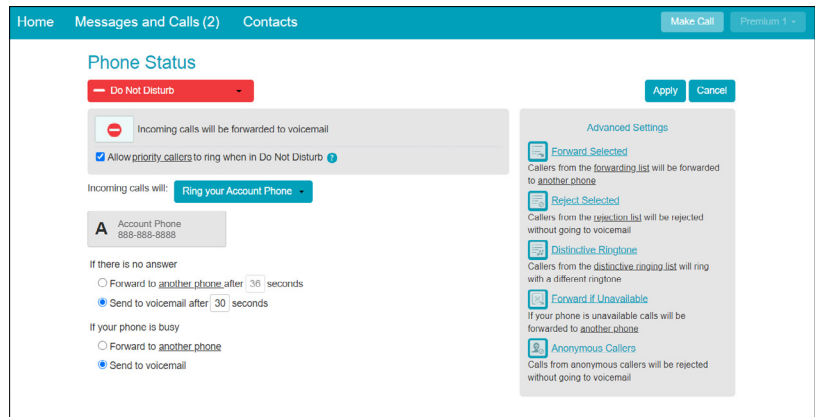


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## Forwarding Settings in Mywavephone

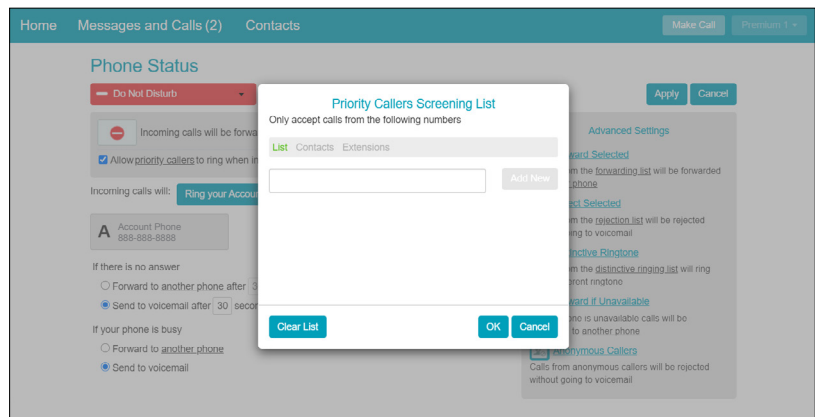
### 2.5 Homescreen > Available for Calls DND

View of Homescreen when you've selected Do Not Disturb (DND).



### 2.6 Homescreen > Available for Calls > DND > Priority Callers

When DND is enabled, you can allow “priority callers” to still ring your phone instead of going directly to voicemail or being forwarded (as determined by your “If there is no answer” setting).



# MYWAVE PHONE

## Forwarding Features



(Continued)

## Forwarding Settings in Mywavephone

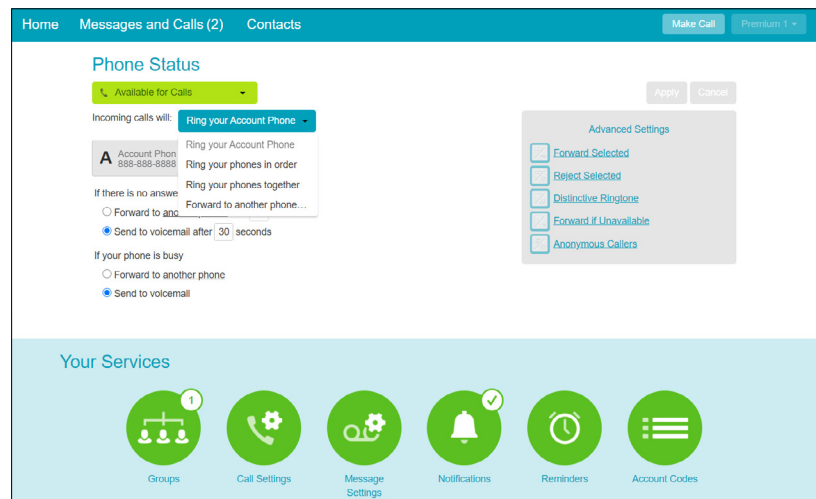
### 3. Homescreen > Ring Your Account Phone dropdown

Customizable options for when someone calls your number and DND is not enabled:

- Ring your Account Phone: Default
- Ring your phones in order: Allows you to set up multiple phones to ring.
  - E.g., ring your account phone for 3 rings, then your mobile phone for 3 rings before “if there is no answer” settings take effect.
- Ring your phones together: Ring multiple phones at the same time.
  - E.g., ring your account phone and mobile phone at the same time.

**Note:** If one of the other phones would send the caller to voicemail before this line’s “if there is no answer” settings take effect, that phone’s voicemail would pick up. E.g., your account phone is set to go to voicemail after 30 seconds, but your mobile phone is set to go to voicemail after 24 seconds. Because both phones are ringing, the call would terminate at your mobile phone’s voicemail at 24 seconds.

- Forward to another phone: When set, the account phone will not ring but will forward to the phone number you set.





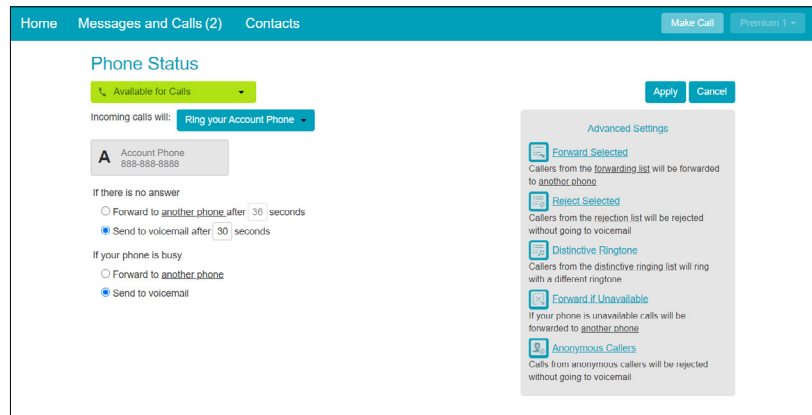
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## Forwarding Settings in Mywavephone

### 4. Homescreen > Advanced Settings

Advanced customization options for what happens when specific circumstances are met. **Note:** Clicking on the setting (opening its in-page description) enables it – though for some you’ll have to click another link to specify numbers to apply the setting to. The user then has to click the blue Apply button above the Advanced Settings menu to save their changes.

- **Forward Selected:** Create a list of numbers that will forward to the specified number when they call your account phone, no matter your other incoming call settings.
- **Reject Selected:** Create a list of numbers that will be rejected without ringing your account phone or going to voicemail. Common uses are for robo-calls or numbers being spammed or harassed from. The caller will hear a message that the person they are calling is not accepting calls from them.
- **Distinctive Ring:** Create a list of numbers that will have a ring distinctive from the default ring. Common uses are to distinguish personal calls (e.g., partner, children) or co-workers on the same Astound account vs. other callers (e.g., distinguishing which is a call from a client vs. co-worker). The distinctive ringtone is defaulted and cannot be altered/selected.
- **Forward if Unavailable:** This sets up a forward in case your phone loses power or connection to the Astound phone service. In this circumstance callers would normally be sent directly to voicemail (or forwarded if that’s the “if there is no answer” setting). This is a way to ensure even if the phone stops working you can still receive calls, for example on your mobile phone.
- **Anonymous Callers:** If turned on, anonymous callers (calls with caller ID blocked/masked) will be rejected and will not go to voicemail. Callers will hear a message that you’ve blocked anonymous callers.



# MYWAVE PHONE

## Forwarding Features

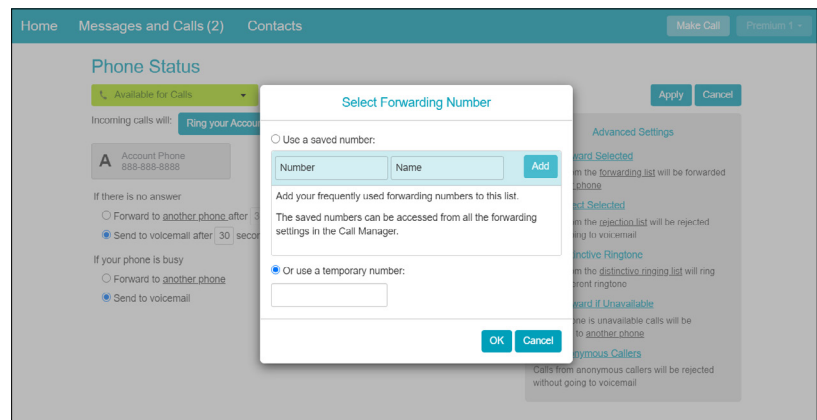


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## Forwarding Settings in Mywavephone

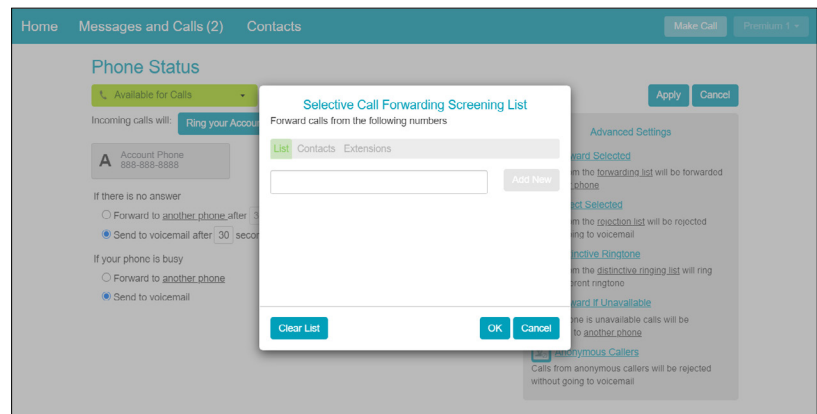
### 5. Homescreen Advanced Settings > Forwarded Selected > Another Phone

This screen comes up when you open Forward Selected and click the “another phone” link. This is where the user determines the number to forward all calls to.



### 6. Homescreen > Advanced Settings > Forward Selected > Forwarding List

View of screen that pops up when a user clicks Forward Selected then the “Forwarding Screening List” link. This is where the user creates the list of numbers to forward to.



# MYWAVE PHONE

## Forwarding Features

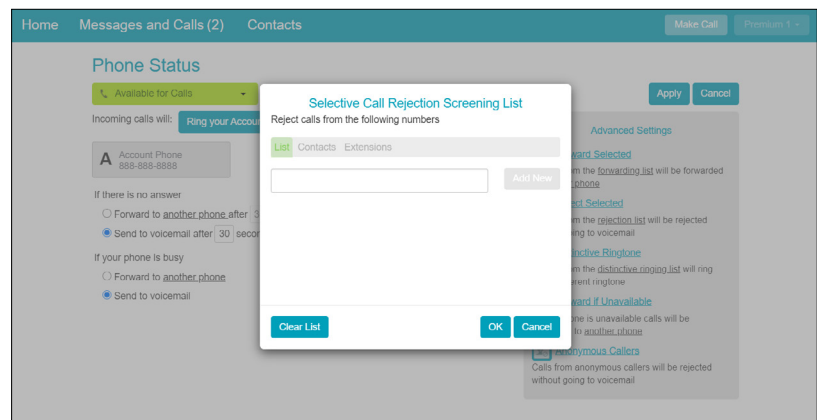


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## Forwarding Settings in Mywavephone

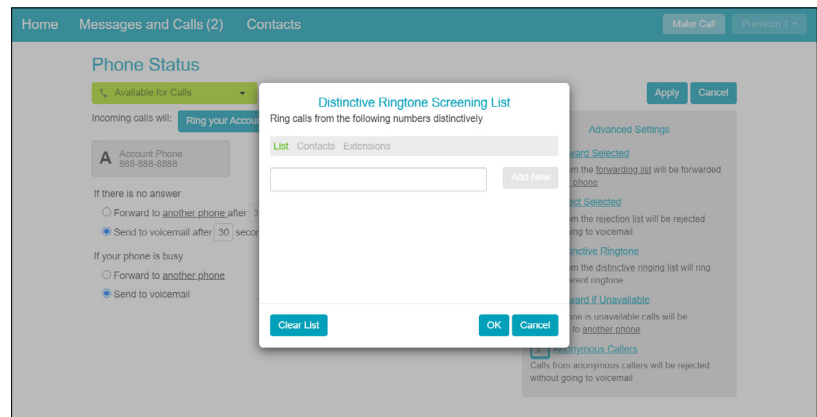
### 7. Homescreen > Advanced Settings > Reject Selected

Screen that pops up when you click on the “Rejection List” link. The numbers listed here are the ones that will be rejected. Rejected callers hear a message that the user is not accepting calls from them.



### 8. Distinctive Ringtone Screening List

Adding numbers to this list will cause calls from them to have a distinctive ring. It's a specific ring and cannot be changed.



# MYWAVE PHONE

## Forwarding Features

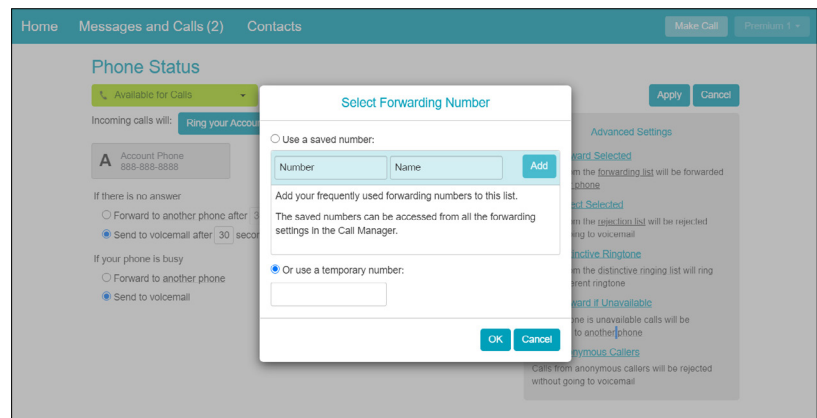


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## Forwarding Settings in Mywavephone

### 9. Homescreen > Advanced Settings > Forward if Unavailable > Another Phone

If a user's phone loses registration with Astound's platform (e.g., loses power), instead of going to voicemail the call will be forwarded to the number set here.





# CONTACT Features



## 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: 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”.

Home Messages and Calls (2) Contacts Make Call Premium 1

Contact List **Speed Dials** Extensions Short Codes

Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.

Clear List Apply Cancel

You have no speed dials set up.

**New Speed Dial**

Speed Dial: 2

Number:

Add

# CONTACT Features



## 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.

Short Code	Telephone Number or Service Access Code
7454-5329	(888) 888-8888 - (888) 888-8888



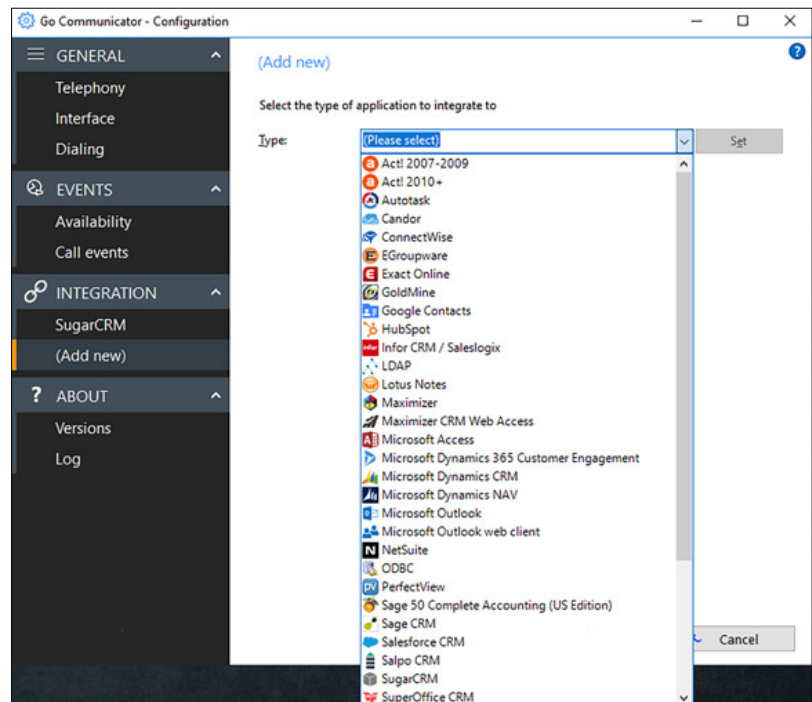
# MYWAVE PHONE

## CRM Intergration



## CRM Integration

Our CRM applet integrates a wide range of popular customer relationship management solutions that improves your customer's productivity. This service will help customers take advantage of their CRM data, with advanced services such as incoming call pop-ups, CRM search, click to dial and Skype. The solution is powered by MondaGo.



### The integration of this software with a business's CRM and our Hosted Voice will:

- Improve productivity
- Provide a better calling experience
- Reduce call times
- Allow for quicker database searches

# MYWAVE PHONE

## CRM Intergration



## CRM Integration (Continued)

### Specific Capabilities Include:

- Incoming caller Pop-Up window that provides contact info
- Automated CRM search of this incoming call and opens their CRM Profile
- Click to Dial allows the CRM user to dial directly from the CRM using our Hosted Voice
- Also integrates with Skype for Business and our Hosted Voice



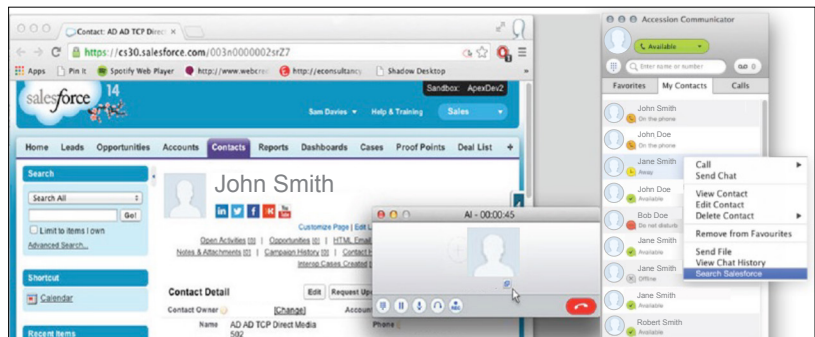
# MYWAVE PHONE

## Attendant Console



## Attendant Console

Attendant Console is a specialized softphone with advanced capabilities for receptionists and front desk managers that allows them to manage multiple incoming calls at the same time seamlessly. It also lets them look up calendar schedules, send out emails, and leverage IM integration to enhance internal communications. Powered by JoHer, the attendant console makes it easy for businesses to deploy a software based receptionist portal in place of expensive hardware extensions to desk phones, and provides a high level of functionality and usability via an intuitive user interface.



### Adding this Service:

- Provides customers with a better user experience
- Manages medium to high call volume
- Offers more visibility within the workplace
- Provides call-flow efficiency

### This service comes with:

- Presence status of a business's Hosted Voice Users
- Incoming and outgoing call dashboard
- Blind and Warm call transfer
- Local and External Directory
- Call Statistics Log
- Email Collaboration
- IM Integration

# MYWAVE PHONE

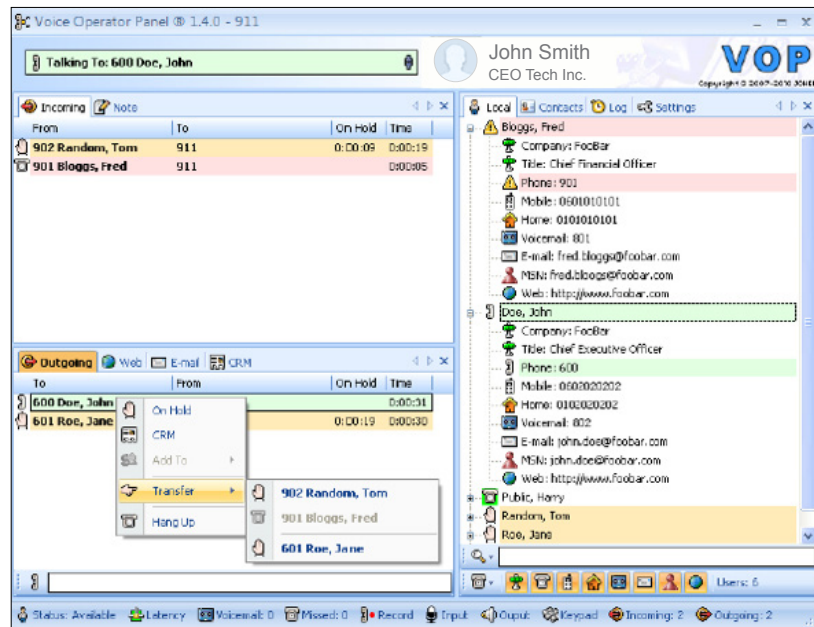
## Attendant Console



## Attendant Console (Continued)

### Other Features Include:

- Caller ID with Name and Contact's directory information
- Contacts' Presence & Phone status (Available, Ringing, Busy, Do Not Disturb, etc.)
- Detailed call log with filtering and search
- Call processing priority (red/orange/green)
- Timers for call duration and hold time
- Call forwarding (for all calls or for calls over a certain threshold)
- Call recording
- CRM integration, Email integration
- Headset support
- Call Statistics (current & peak number of incoming, outgoing, and calls on hold, number of missed calls)
- User customizable layout and font size adjustments for personalized experience
- Brandable client (end customer company logo display) via optional branding package





# 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.

**Note:** The Network Administrator will set up this feature for you.

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

**\*** **1** **1** or **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 the 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** Mywavephone \* 7 8

### Deactivation

**DND** Mywavephone \* 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.

**Note:** This function must first be enabled and configured by your Network Administrator (who would request it from Astound).

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)

## PHONE SET Features



### 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** and 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

## CONTACT US



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**Have More Questions?**

**Please Contact Us:**

**[astoundbusiness.com/contact/](http://astoundbusiness.com/contact/)**

**or call: 1-833-249-2786**