

Log in to your Web Portal

Step 1. To get to the login screen go to: <https://www.mywavephone.com/#login.html>

Step 2. Log in to the site using:

Username: 10 digit phone number

Password: Will be provided by Wave

Wave Phone Portal



CommPortal Web

Please log in below.

Your session has expired. Please log in again.

Number:

Password:

Remember me on this computer.

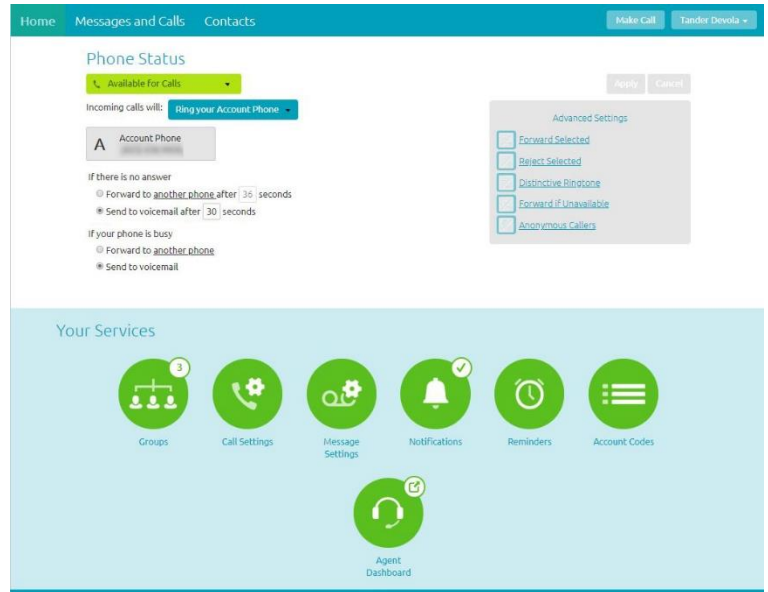
If you have forgotten your password, please contact customer support.



Overview of Dashboard

From the dashboard, you can view:

- ▶ Available for Calls
- ▶ Messages
- ▶ Missed Calls with time stamp
- ▶ Contacts
- ▶ Incoming call direction



Dashboard	
Available for Calls	By default this feature is set to Available, but selecting this option allows you to set your status to Unavailable (<i>Do not Disturb</i>) and all calls will be directed to your voicemail.
Messages	This shows at a glance how many new messages you have, and your total number of messages. You can click on the link to manage those messages.
Missed Calls	Will list all missed calls and will include a time stamp. Calls coming from people within your contact list will have their name displayed. Callers that are not in your contact list will show their 10 digit phone number. You can double click on the 10 digit number to either Click to Dial (<i>see below instructions</i>) or to add this number as a new contact.
Contacts	Provides an easy way to look up a contact by name and view their details. <i>For more information, see the Overview of Contacts page.</i>
Incoming Call Will	Allows the you to quickly set how incoming calls get assigned to which phone or phones, and the order the phones ring.
Click to Dial	You can use phone numbers in the Missed Call list to directly place a phone call. Double clicking the phone number brings up a menu of options.

Overview of Messages & Calls

From this section, you can:

- ▶ View messages
- ▶ View missed calls
- ▶ View dialed calls
- ▶ View received calls
- ▶ View deleted messages



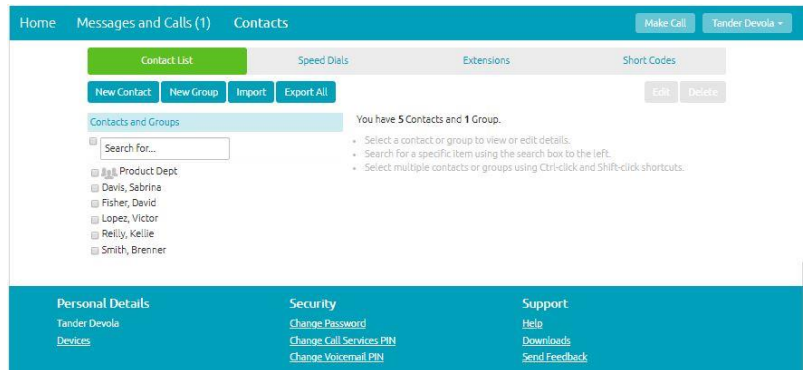
Messages and Calls

Messages	<p>New messages that you have not yet listened to appear in bold type. For each message in your inbox, you can see who the caller was, the time of the call, and the length of the message.</p> <p>Actions ▾ When selecting the Actions icon on a message, three options display:</p> <ul style="list-style-type: none"> • Mark as New • Forward as Email • Forward as Voicemail <p>New Voicemail Allows you to create a voicemail message and then send it to another end user within your business group.</p> <p>Delete All Delete all voicemails listed in the message bin.</p>
Missed Calls	<p>Will list all missed calls and a time stamp. To add an unrecognized caller to your contact list, double click on the 10 digit number and select add as a new contact.</p>
Dialed Calls	<p>Lists all your dialed calls and a time stamp. From here, you can:</p> <ul style="list-style-type: none"> • Add these numbers to your contact list • Click to Dial from this list • Export all dialed, missed or received numbers into a .csv file Export
Received Calls	<p>This tab lists your recent received calls and a time stamp.</p> <p>To add an unrecognized caller to your contact list, double click on the 10 digit number add as a new contact.</p>
Deleted	<p>This tab lists the messages in your deleted items folder. The following actions are available to you on this tab:</p> <ul style="list-style-type: none"> • Play a message • Manage your messages either by restoring them to your inbox or permanently deleting them • View contact details or add new callers to your contact list.

Overview of Contacts

From the Contacts section, you can:

- ▶ View your contact list
- ▶ Add, edit, and delete contacts
- ▶ Add a number to speed dial



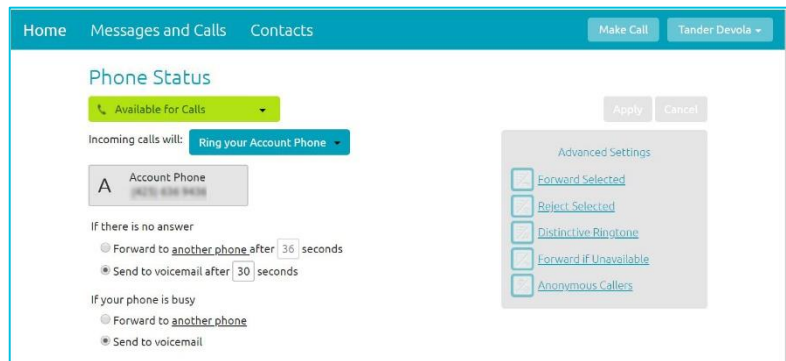
Contacts	
Add, Edit and Delete a Contact	<p>To add a new contact to your contact list, click the <i>New Contact</i> button below the contact list column. You can fill in as many or as few of the details as you want. Telephone numbers can be entered in any format, but we recommend the full 10 digit number. Once finished, click the <i>Save</i> button.</p> <p>To edit or delete a contact, select the contact in the far left column. Then select either the <i>Edit</i> or <i>Delete</i> button down at the bottom right of the page.</p>
Import contacts	The Import feature allows you to import contacts from another application such as Microsoft Outlook or Outlook Express. You will need to export from Outlook or another application. Remember to make sure to place a common between Separated Values.
Export contacts	The Export feature allows you to export your contacts as a .csv file. This is useful if you wish to import your contacts into another application such as Microsoft Outlook.
Speed Dial	<p>To add a new speed dial entry, you must enter the following information and then click the <i>Add</i> button.</p> <ul style="list-style-type: none"> • <i>Speed Dial</i>. This is the short number you will use when dialing from your phone. • <i>Number</i>. This is the full number that you wish to call when using this speed dial entry.
Extensions	Quickly dial other numbers in the Business Group. You can search for contacts by typing in the search box above the table.
Short Codes	Quickly dial common numbers.



Overview of Call Manager

From Call Manager, you can:

- ▶ Set your availability status
- ▶ Set Ring Options



Call Manager	
Line States	Available for Calls will be your default status, but you have the ability to change it to Do not Disturb – and all calls will be sent to voicemail without ringing your phone(s).
Incoming Call Settings	Ring your Account Phone allows you to choose to have just your account phone number ring when you receive a call. Ring your phones in order allows you to choose to ring any of your numbers in a specified order when you receive a call. Ring your phones together allows you to choose to ring any of your numbers simultaneously when you receive a call. Forward to another phone allows you to choose to immediately forward all incoming calls to another phone number.
Advanced Settings	Forward Selected allows you to forward callers if they match the 'Forward Selected' list. Reject Selected allows you to reject callers without going to voicemail if they match the 'Reject Selected' list. Distinctive Ringtone allows you to make calls ring distinctively for callers on the 'distinctive ringtone' list. Forward if Unavailable (<i>if the phone is unplugged</i>) allows you to choose to forward calls if your phone is unavailable.



Overview of Apps

The Downloads link provides:

- ▶ Information on Wave's UC Client and Mobile App

CommPortal. A better way to stay

Connected

All of your devices can now work together in a single system that's convenient, practical and easy to use.

[View Apps](#)



On your Computer...

Desktop features are discreet and always available when you need them.



On your Mobile / Tablet...

Take your desktop features with you, wherever you go.

Downloads

Desktop Client
Mobile/Tablet

Computer - The desktop softphone allows an end user to make and receive calls without the use of a desk phone. Contacts, call records and call manager capabilities are easily accessible from this softphone.
Please note: only Premium Seat Users have the ability to use this robust tool.

Mobile / Tablet – The Wave phone app allows you to make and receive calls while remote. When an incoming call is placed to the end user, not only will the desk phone ring back at the office, but if the app is turned on, the app will also ring. All calls answered by the app, create the illusion the end user is answering the call back at the office.

The Wave phone app can be downloaded to both Android and IOS hand held devices only.

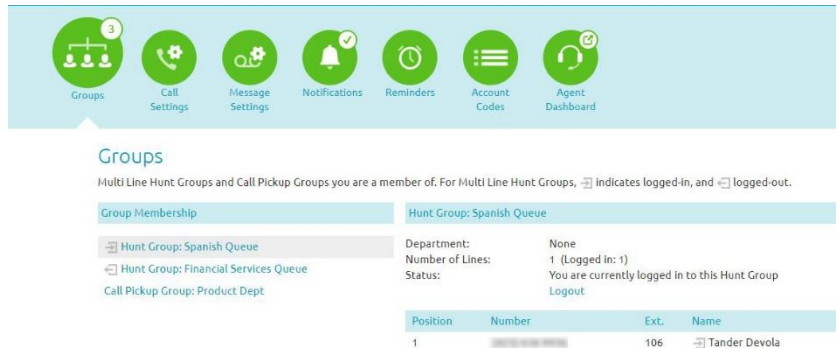
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Overview of Groups

The Groups tab shows:

- ▶ MLHGs (Multi Line Hunt Groups)
- ▶ Call Pickup Groups



Groups

MLHGs (Multi Line Hunt Groups)/ Call Pickup Groups

The Groups page shows the Multi Line Hunt Groups (MLHGs) and Call Pickup Groups that you are a member of. If you are logged in to an MLHG, it is shown with the icon, if you are logged out, it is shown with the icon.

The **Group Details** panel shows the details of the selected group.

For all types of groups, the following details are shown:

- The number of lines in the group.
- The number, extension, and name of the line.

For MLHGs, the following additional details are shown:

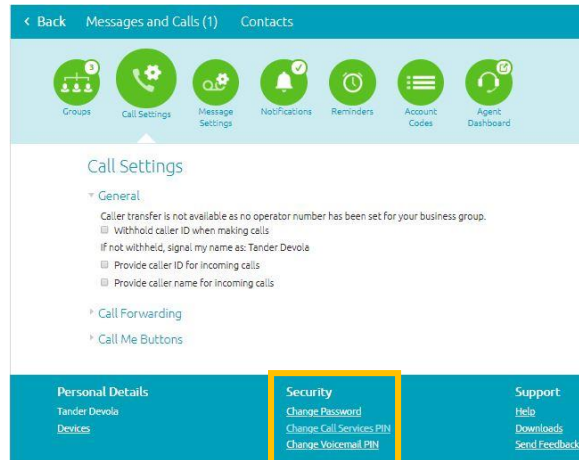
- The number of logged in lines in the group.
- The currently logged in status for your line. *If your MLHG supports Login/Logout, you may do this by clicking on the Login or Logout link.*
- For each line in the group, the position within the MLHG is shown.



Overview of Security

Security options allows you to:

- ▶ Change Web Portal Password
- ▶ Change Call Services Pin
- ▶ Change Voicemail Pin



Security

[Change Password](#)

[Change Call Services PIN](#)

[Change Voicemail PIN](#)

Security	
Change Password	Allows you to change the password that gives access to your End User Portal, Desktop Client and Mobile App.
Change Call Services Pin	Allows you to change the Pin number to your Call Services
Change Voicemail Pin	Allows you to change your Voicemail Pin number

