

Hosted Voice

Features and User Guide



wave[®]
business

Welcome

Welcome to Wave Hosted Voice

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

Overview

One of the exciting benefits of **Wave 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://business.wavebroadband.com/download-unified-communications-apps>

The applets include:

ConnectNow – A video/audio conferencing service where a moderator can initiate a video conference meeting within just a couple of clicks of a 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 Wave Hosted Voice and not meant to be an in-depth description of all features. If you have any questions please reach out to your Wave Business account executive.

Logging into Mywavephone:

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

Use your Wave phone number
and password to log in.

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

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.

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 Wave 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

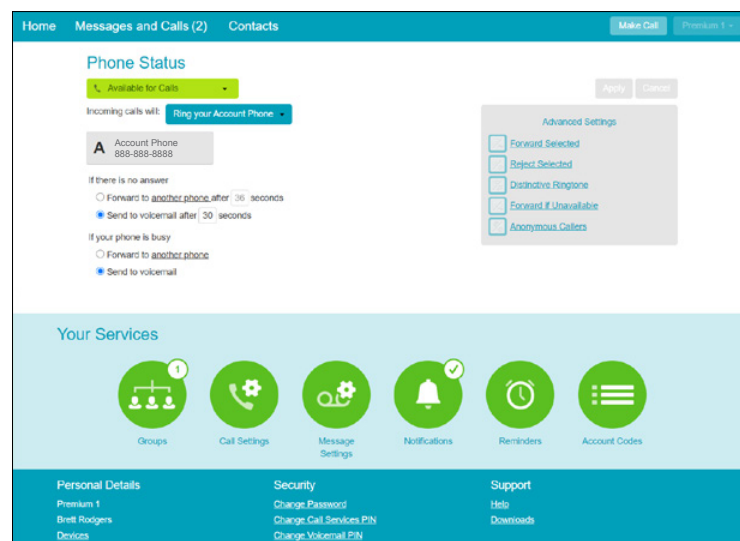
There are two ways for you to download the ConnectNow app
Through Mywavephone or from our Download page:

1. Download through Mywavephone:

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

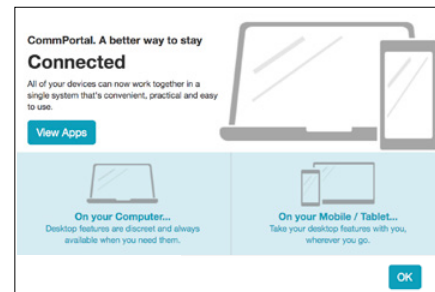
Go to the bottom right and click Downloads.

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.

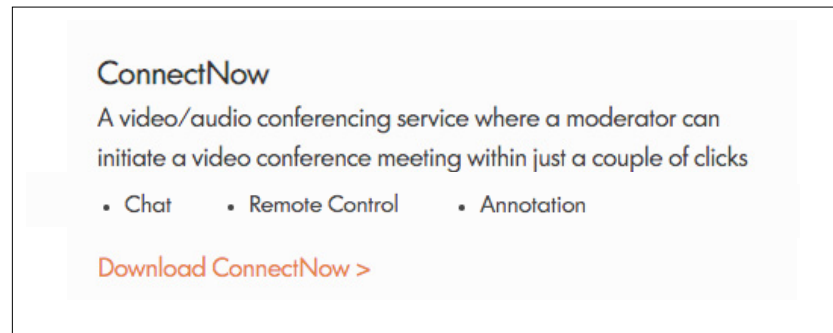


ConnectNow Installation

Installation (Continued)

2. From our Download page:

Go to: <https://business.wavebroadband.com/download-unified-communications-apps/>

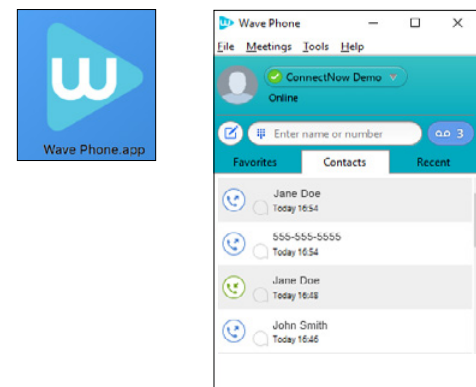


Click Download ConnectNow.

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.



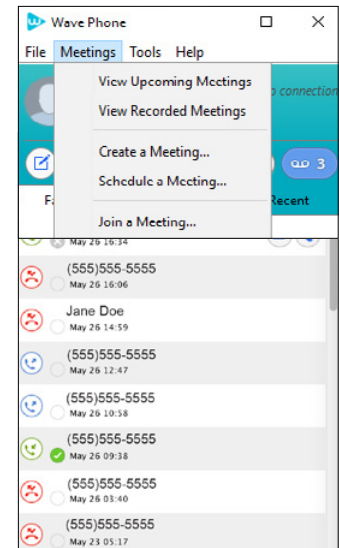
ConnectNow Features

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



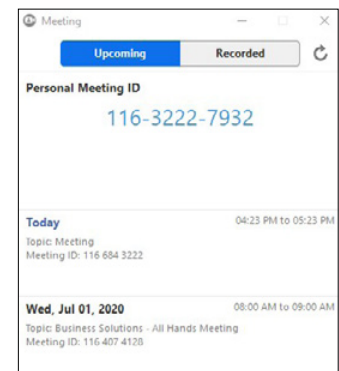
View Upcoming Meetings

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

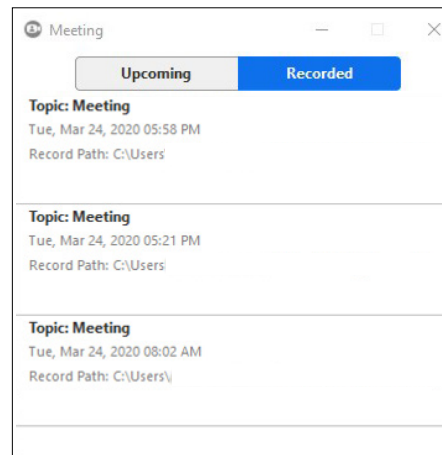


ConnectNow Features

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

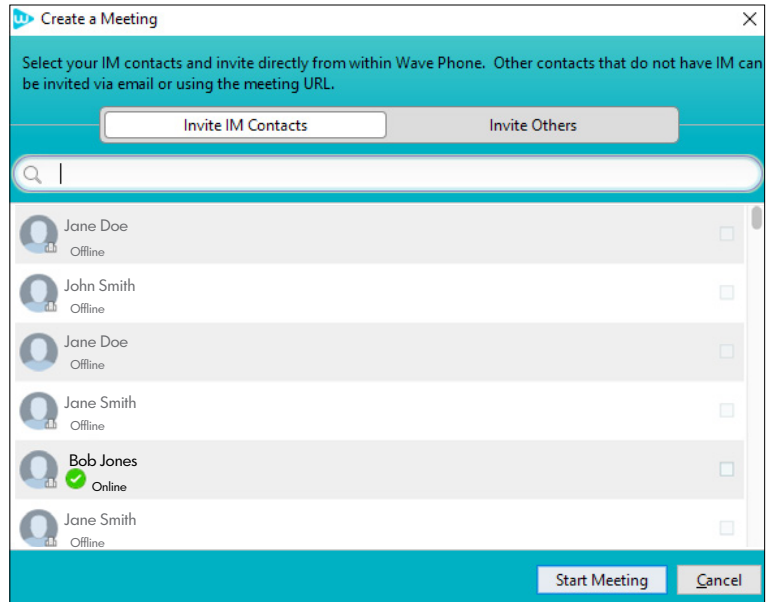


ConnectNow Features

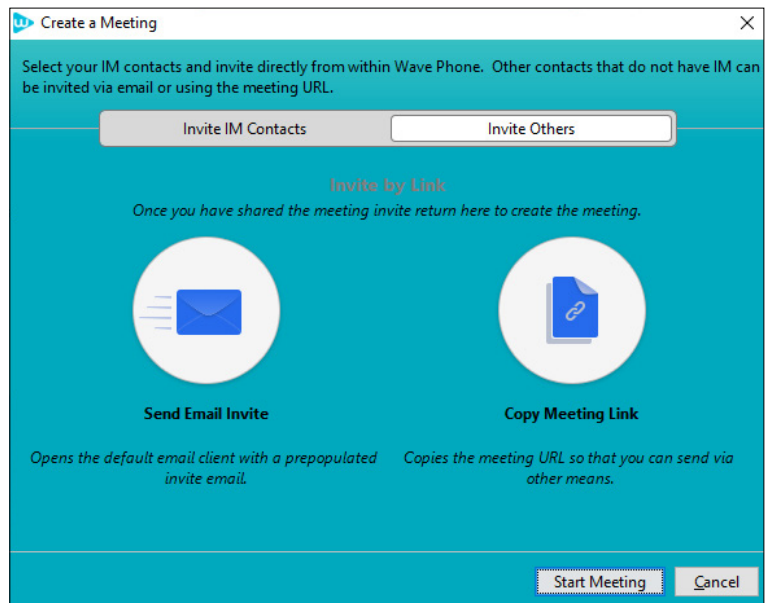
Create a Meeting

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.

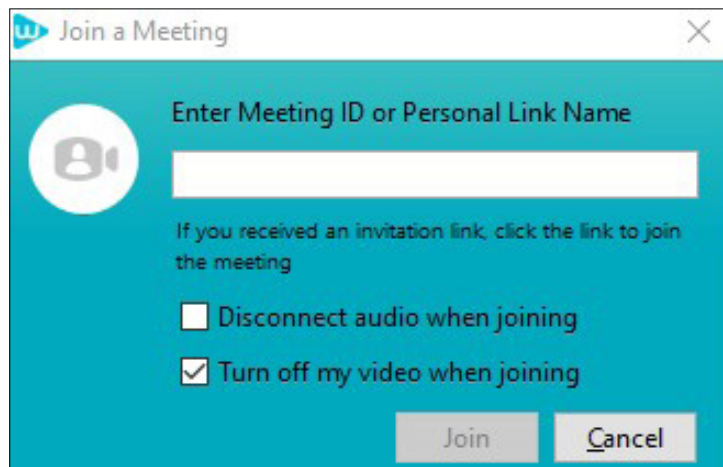
The screenshot shows the 'Schedule a new meeting' dialog box. It includes the following sections:

- Topic:** A text field containing 'John Smith's Meeting'.
- When:** A section with 'Start' (Tue June 16, 2020 05:00 PM), 'Duration' (0 Hr 15 Min), 'Time Zone' ((GMT-7:00)Pacific Daylight Time), and a checkbox for 'Recurring meeting'.
- Video (when joining a meeting):** Radio buttons for 'Host' (Off) and 'Participants' (Off).
- Audio Options:** Radio buttons for 'Telephone', 'Computer Audio', and 'Telephone and Computer Audio' (selected). Below is a 'Dial in from United States' link and an 'Edit' link.
- Meeting Options:** A checkbox for 'Require meeting password' (checked) with a text field containing '019544'. Below is an 'Advanced Options' link.
- Calendar:** Radio buttons for 'Outlook' (selected), 'Google Calendar', and 'Other Calendars'.
- Schedule:** A blue button at the bottom right.

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.



The screenshot shows a 'Join a Meeting' dialog box with a teal header and a white body. The header contains the ConnectNow logo and the title 'Join a Meeting' with a close button. The body features a circular icon with a person and a video camera. Below the icon is a text input field labeled 'Enter Meeting ID or Personal Link Name'. A note below the input field states: '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 'Join' and 'Cancel' buttons.

Join a Meeting

Enter Meeting ID or Personal Link Name

If you received an invitation link, click the link to join the meeting

☐ Disconnect audio when joining

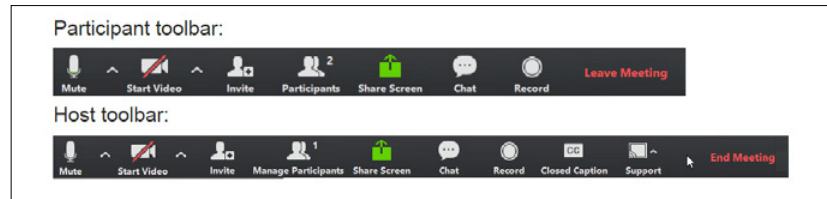
☒ Turn off my video when joining

Join 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.

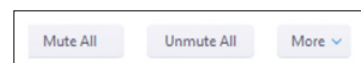
You can access the following options from the Participant window:



- 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.

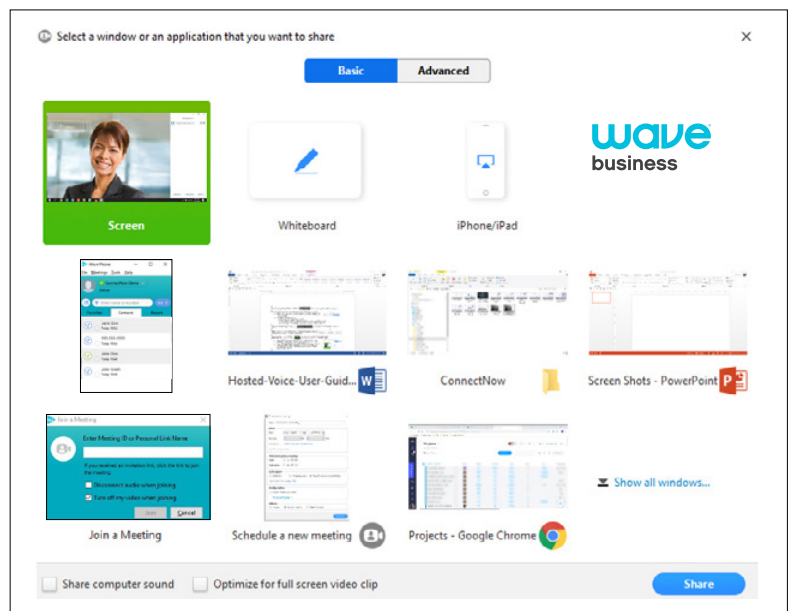


ConnectNow Features

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.



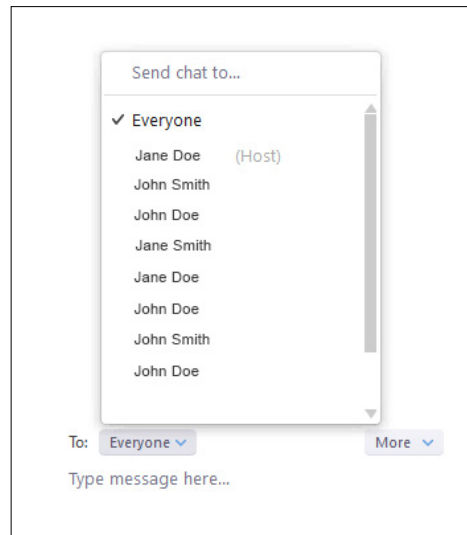
ConnectNow Features

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.



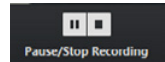
ConnectNow Features

Record

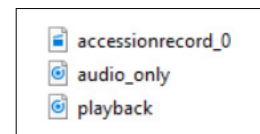
To Record a meeting press the Record button



- 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



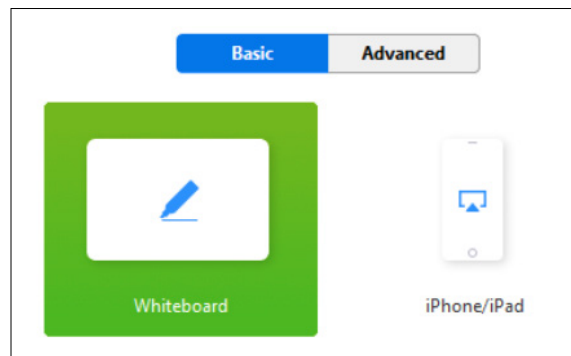
When the meeting ends the recording will be converted to an MP4 and downloaded onto your computer.



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.



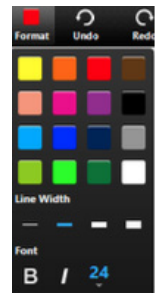
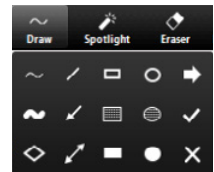
ConnectNow Features

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

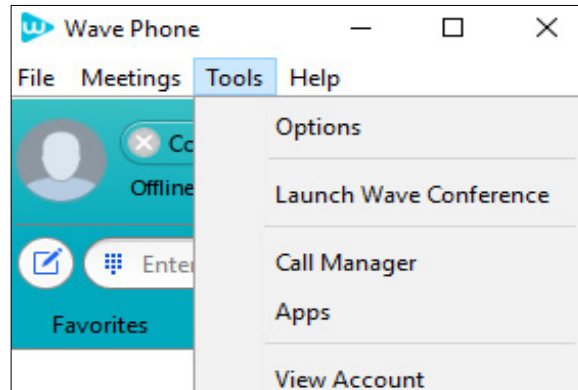
To leave a meeting as a participant select **Leave Meeting**

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

ConnectNow Options

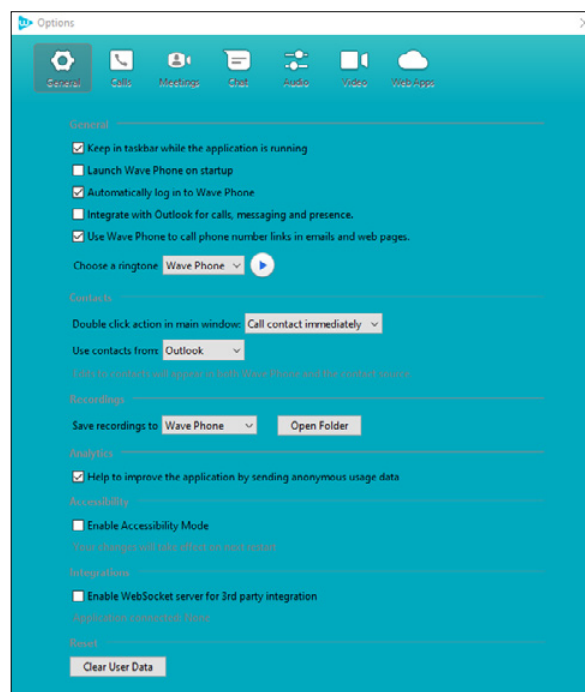
ConnectNow Options

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

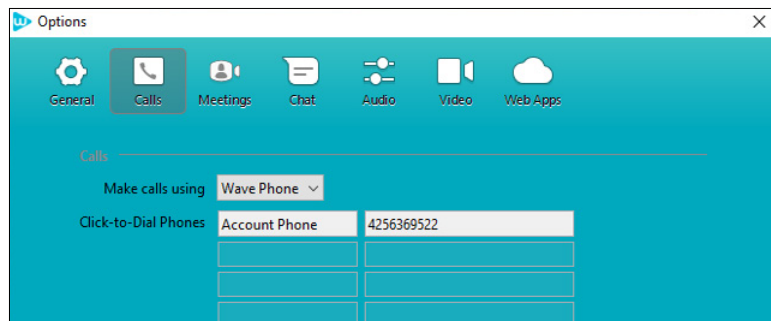


ConnectNow Options

ConnectNow Options (Continued)

• Calls

- How calls are made
- Using the Direct Call feature

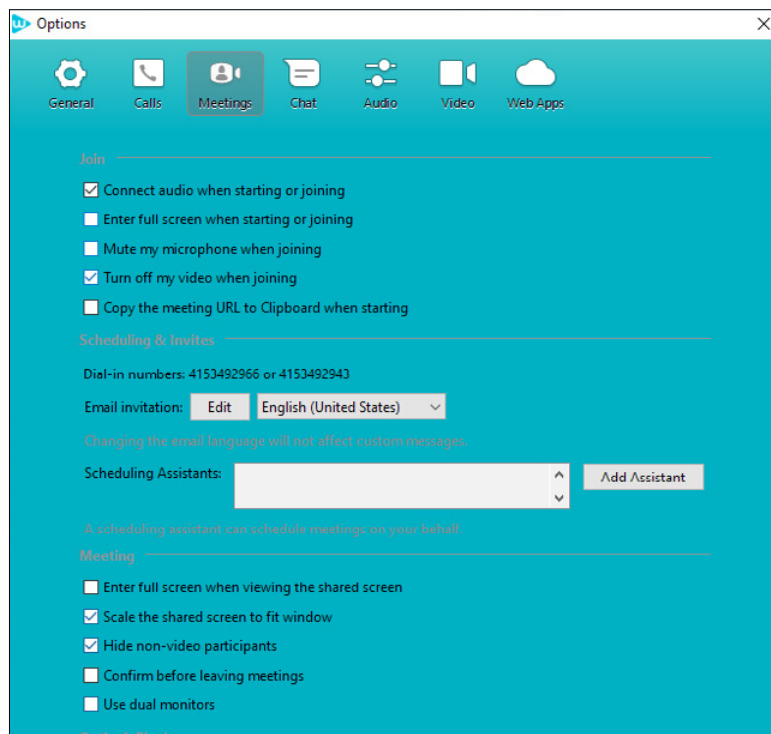


The screenshot shows the 'Calls' tab in the ConnectNow Options window. The 'Make calls using' dropdown is set to 'Wave Phone'. Below it, the 'Click-to-Dial Phones' section has a table with two columns: 'Account Phone' and a phone number. The first row shows '4256369522'.

Account Phone	
4256369522	

• Meetings

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



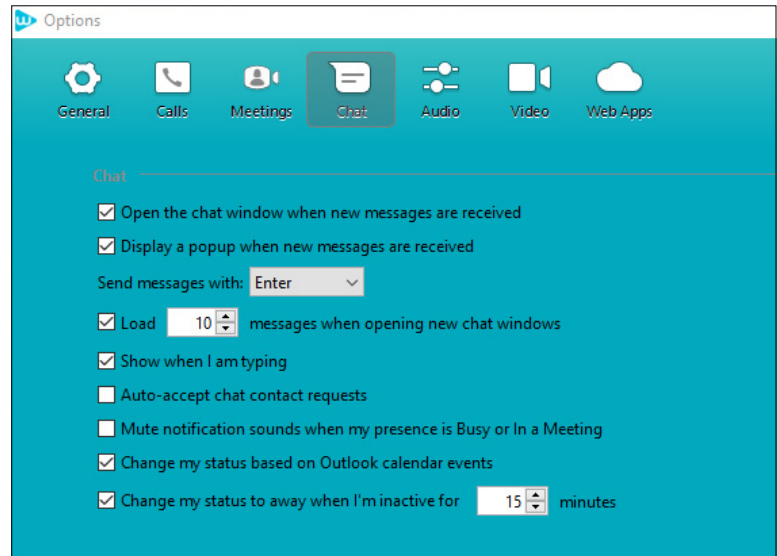
The screenshot shows the 'Meetings' tab in the ConnectNow Options window. The 'Join' section has several checkboxes: 'Connect audio when starting or joining' (checked), 'Enter full screen when starting or joining' (unchecked), 'Mute my microphone when joining' (unchecked), 'Turn off my video when joining' (checked), and 'Copy the meeting URL to Clipboard when starting' (unchecked). The 'Scheduling & Invites' section shows 'Dial-in numbers: 4153492966 or 4153492943', an 'Email invitation' button, and a dropdown for 'English (United States)'. Below this is a text box for 'Scheduling Assistants' with an 'Add Assistant' button. The 'Meeting' section has checkboxes for 'Enter full screen when viewing the shared screen' (unchecked), 'Scale the shared screen to fit window' (checked), 'Hide non-video participants' (checked), 'Confirm before leaving meetings' (unchecked), and 'Use dual monitors' (unchecked).

ConnectNow Options

ConnectNow Options (Continued)

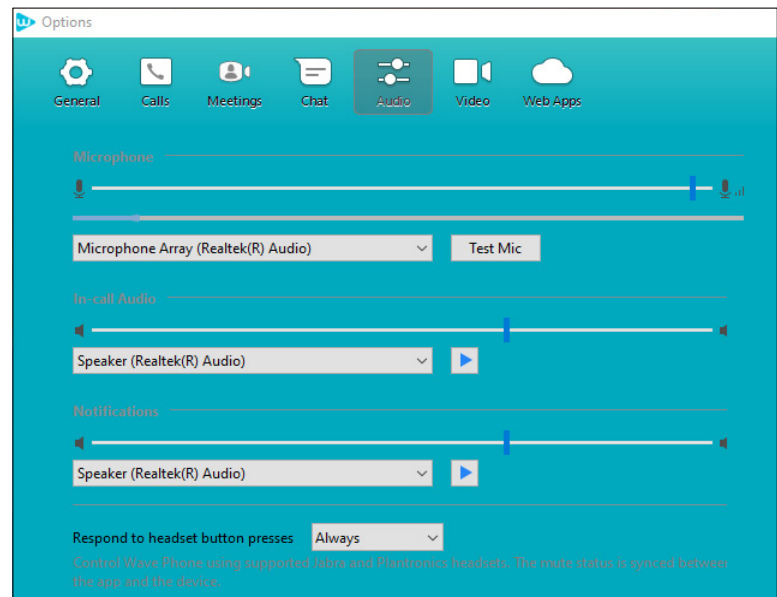
• Chat

- Create defaults for the Chat window, presence and use



• Audio

- Microphone levels
- In call audio levels
- Notifications

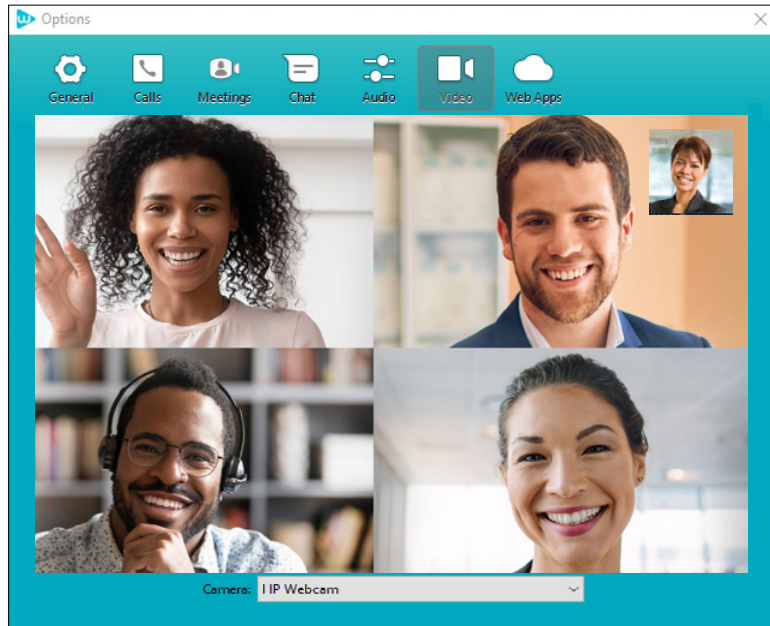


ConnectNow Options

ConnectNow Options (Continued)

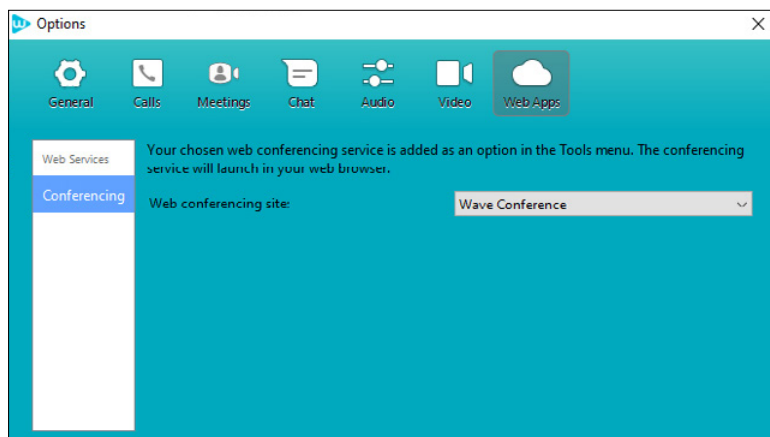
- Video

- Adjust video levels and camera



- Web Apps

- Wave Conference



ConnectNow

Meeting Security

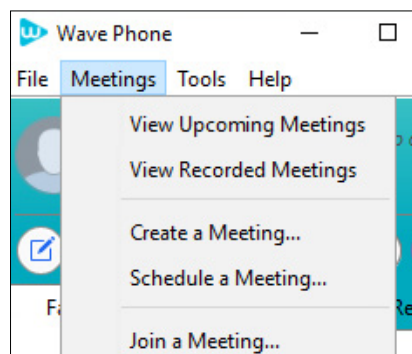
Securing Your Meeting

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.

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 April 7, 2020' at '07:00 PM', 'Duration' as '1 Hr 0 Min', and 'Time Zone' as '(GMT-4:00)Eastern Daylight Time'. The 'Recurring meeting' checkbox is unchecked. The 'Video (when joining a meeting)' section has 'Host' set to 'Off' and 'Participants' set to 'Off'. The 'Audio Options' section has 'Telephone and Computer Audio' selected. The 'Meeting Options' section has 'Require meeting password' checked, and 'Enable join before host' unchecked. The 'Calendar' section has 'Google Calendar' selected.

ConnectNow

Meeting Security

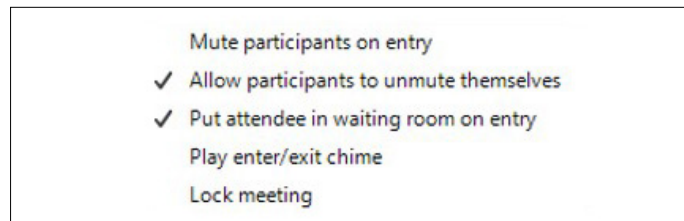
Securing Your Meeting (Continued)

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):

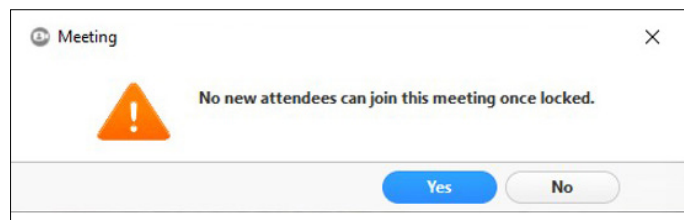
- From the Meeting Window click on Participants.
- In the lower right of the Participant window click on More.
- Select the option: Put attendees in waiting room on entry.



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:

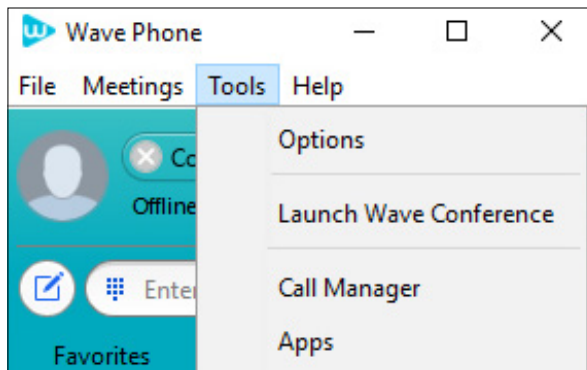
- From the Meeting Window click on Participants
 - Scan the list of attendees in the Attendee window
 - Simply hover your mouse above his or her name and select Remove
-

ConnectNow

Meeting Settings

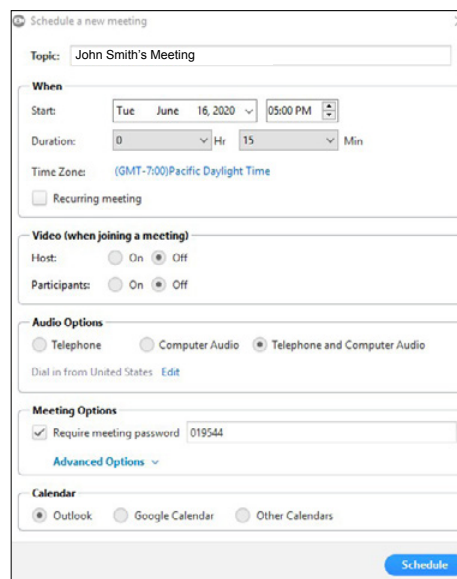
Settings

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



Go to the bottom left and select Advanced Settings

Advanced Settings

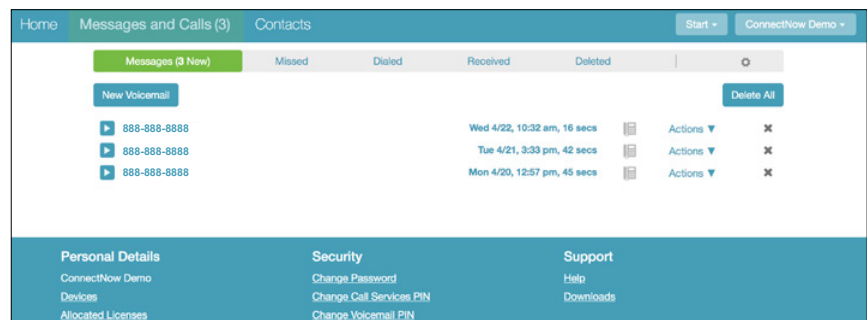
You will be re-directed to a web page where you can set additional options.

Mywavephone Features

Messages & Calls

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

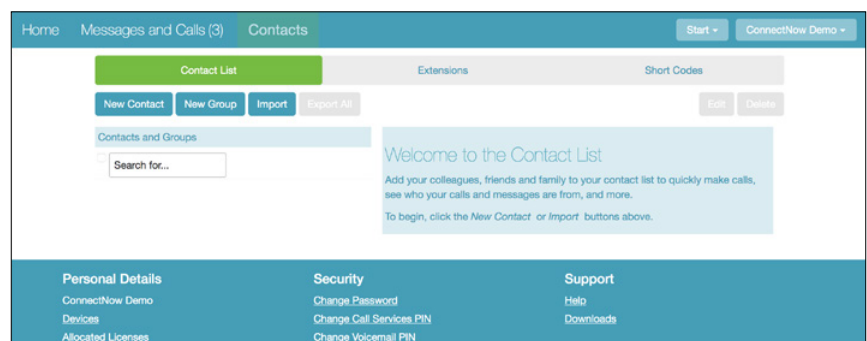
- Missed Calls
- Received Calls
- Dialed Calls
- Deleted Voice Mail Messages



Contacts

You can organize contacts and see extensions and short codes that are managed by the Business Group Administrator as well as:

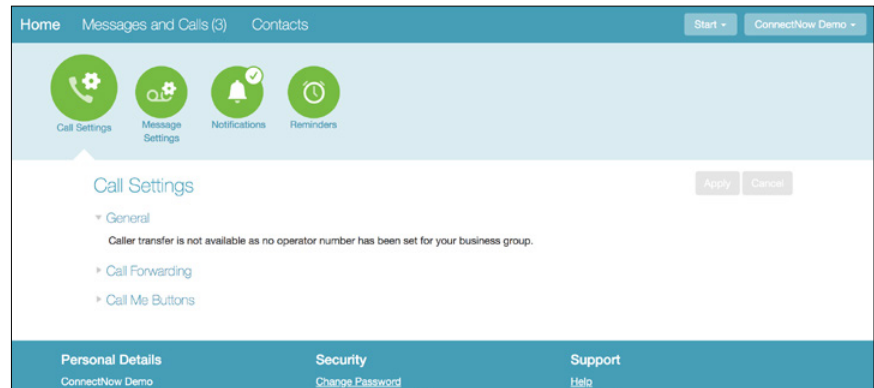
- Create new contacts
- Create groups of contacts (such as customers, personal, etc.)
- Import a CSV file from a program that can export a CSV file (such as Outlook in Windows or the Contacts App in OS X)
- Export contacts (in a CSV format for use in other programs)
- Create Speed Dials (such as 41 for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



Mywavephone Features

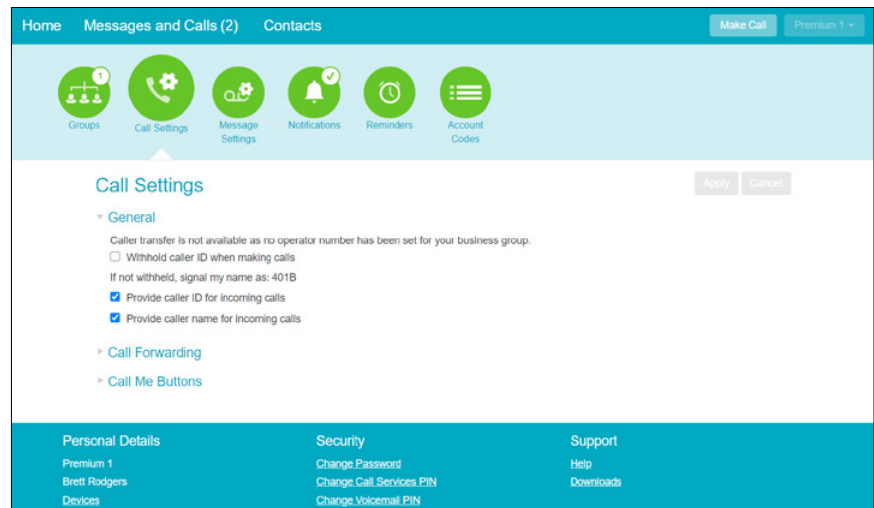
Call Settings

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.



Mywavephone 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

The screenshot shows the 'Message Settings' page in the Mywavephone interface. The top navigation bar includes 'Home', 'Messages and Calls (5)', and 'Contacts'. Below the navigation bar are four circular icons: 'Call Settings', 'Message Settings' (which is highlighted), 'Notifications', and 'Reminders'. The main content area is titled 'Message Settings' and includes links for 'General', 'Mailbox Access', and 'Voicemail Greeting'. There are 'Apply' and 'Cancel' buttons at the top right of the settings area.

Notifications: Where notifications should be sent:

The screenshot shows the 'Notifications' page in the Mywavephone interface. The top navigation bar includes 'Home', 'Messages and Calls (5)', and 'Contacts'. Below the navigation bar are four circular icons: 'Call Settings', 'Message Settings', 'Notifications' (which is highlighted), and 'Reminders'. The main content area is titled 'Notifications' and includes links for 'Clear List' and 'New Entry'. There are 'Apply' and 'Cancel' buttons at the top right of the settings area. The page shows a 'Message Waiting Indicator' section with a checkbox for 'Send phone notification of incoming messages to the following phone numbers'. Below this is a table with columns for 'Phone Number', 'Urgent Voicemail', and 'All Voicemail'. The table contains one entry for the phone number '555-555-5555'. There are also links for 'Email', 'Outdial', and 'Override'.

Phone Number	Urgent Voicemail	All Voicemail
555-555-5555	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Reminders: Where reminders should be sent:

The screenshot shows the 'Reminders' page in the Mywavephone interface. The top navigation bar includes 'Home', 'Messages and Calls (3)', and 'Contacts'. Below the navigation bar are four circular icons: 'Call Settings', 'Message Settings', 'Notifications', and 'Reminders' (which is highlighted). The main content area is titled 'Reminders' and includes links for 'Clear List' and 'New Reminder'. There are 'Apply' and 'Cancel' buttons at the top right of the settings area. The page shows a section for 'Enable reminder calls for this line.' with a checkbox. Below this is a table with columns for 'Description', 'Occurs', and 'Time'. The table is empty, and the text 'You have no reminders.' is displayed at the bottom.

Description	Occurs	Time
-------------	--------	------

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

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

Groups Call Settings Message Settings Notifications Reminders Account Codes

Call Settings Apply Cancel

▾ General

Caller transfer is not available as no operator number has been set for your business group.

☐ Withhold caller ID when making calls

If not withheld, signal my name as: 4018

☒ Provide caller ID for incoming calls

☒ Provide caller name for incoming calls

▾ Call Forwarding

▾ Call Me Buttons

Personal Details
Premium 1
Brett Rodgers
Devices

Security
Change Password
Change Call Services PIN
Change Voicemail PIN

Support
Help
Downloads

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

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 Voice Mail from Mywavephone

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

Messages & 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

The screenshot shows the 'Messages and Calls' interface with tabs for 'Messages', 'Missed', 'Dated', 'Received', and 'Deleted'. The 'Messages' tab is active, showing a list of voice mails with details like date, time, and duration. A 'New Voicemail' button is visible. A 'Delete All' button is also present. A 'Voice Mail Playback Pop-up Window' is shown, allowing for playback control and saving. An 'Actions' dropdown menu is open, showing options like 'Reply', 'Mark as heard', 'Forward as Email', and 'Forward as Voice Mail'.

Mywavephone 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:

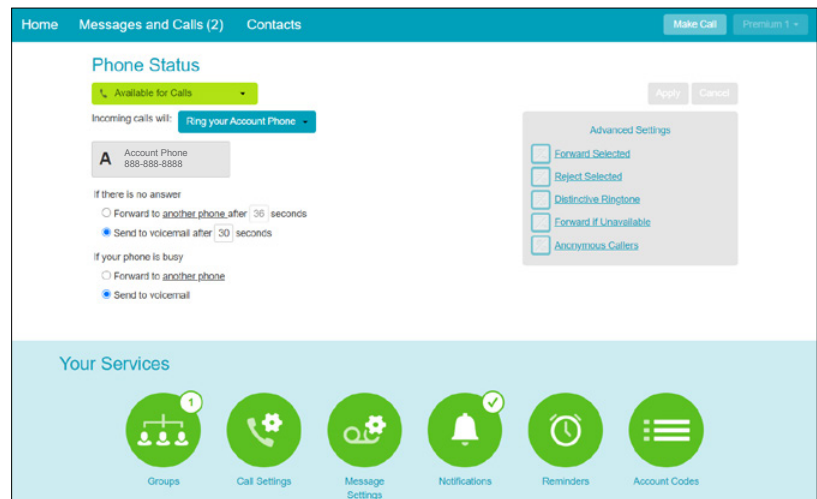
Feature	Code	Result
Busy Call Forwarding: Disable	* 348	Deactivate Busy Call Forwarding
Busy Call Forwarding: Enable	* 348 + Number + Dial	Forwards a call when the dialed extension is busy
Call Forwarding No Answer: Disable	* 350	Deactivate Call Forwarding No Answer
Call Forwarding No Answer: Enable	* 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

Mywavephone Forwarding Features

Forwarding Settings in Mywavephone

1. Base Homescreen

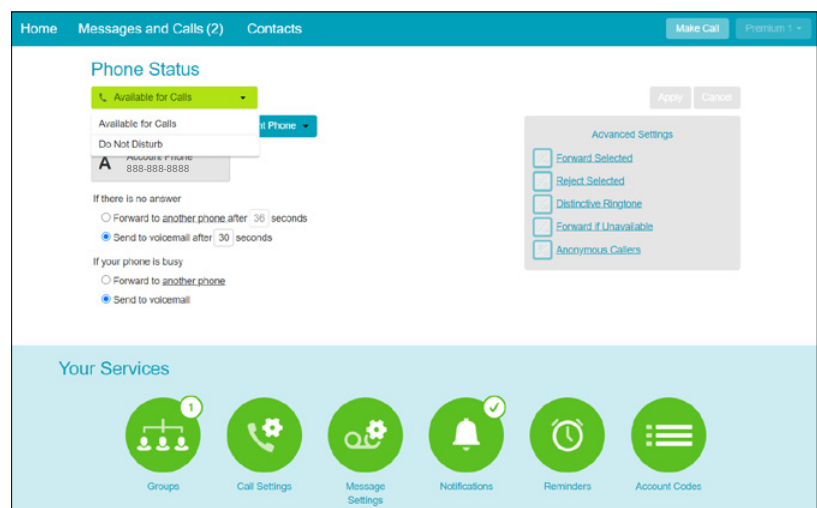
First screen a person sees after they login.



The screenshot shows the 'Phone Status' section of the Mywavephone interface. At the top, there's a navigation bar with 'Home', 'Messages and Calls (2)', and 'Contacts'. Below this, the 'Phone Status' section has a dropdown menu set to 'Available for Calls'. Underneath, it says 'Incoming calls will:' followed by a button 'Ring your Account Phone'. Below that, there's a section for 'If there is no answer' with two radio button options: 'Forward to another phone after 36 seconds' and 'Send to voicemail after 30 seconds'. The 'Send to voicemail' option is selected. Below this, there's a section for 'If your phone is busy' with two radio button options: 'Forward to another phone' and 'Send to voicemail'. The 'Send to voicemail' option is selected. To the right of these settings is an 'Advanced Settings' panel with checkboxes for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. At the bottom of the screen is a 'Your Services' section with six icons: Groups, Call Settings, Message Settings, Notifications, Reminders, and Account Codes.

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.



This screenshot is identical to the one above, but the 'Available for Calls' dropdown menu is open, showing two options: 'Available for Calls' and 'Do Not Disturb'. The 'Available for Calls' option is currently selected. The rest of the interface, including the 'If there is no answer' and 'If your phone is busy' settings, the 'Advanced Settings' panel, and the 'Your Services' section, remains the same.

Mywavephone Forwarding Features

(Continued)

Forwarding Settings in Mywavephone

2.5 Homescreen > Available for Calls DND

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

The screenshot shows the 'Phone Status' settings page. At the top, there's a navigation bar with 'Home', 'Messages and Calls (2)', and 'Contacts'. On the right, there are buttons for 'Make Call' and 'Premium 1'. The 'Phone Status' section has a red 'Do Not Disturb' toggle switch. Below it, a message states 'Incoming calls will be forwarded to voicemail' with a red 'X' icon. A checkbox 'Allow priority callers to ring when in Do Not Disturb' is checked. Under 'Incoming calls will:', there's a button 'Ring your Account Phone'. Below that, the 'Account Phone' is listed as '888-888-8888'. Two sections follow: 'If there is no answer' with options 'Forward to another phone after 30 seconds' (selected) and 'Send to voicemail after 30 seconds'; and 'If your phone is busy' with options 'Forward to another phone' (selected) and 'Send to voicemail'. On the right, an 'Advanced Settings' panel is visible with options like 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'.

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).

This screenshot shows the same 'Phone Status' settings page as before, but with a 'Priority Callers Screening List' dialog box open in the foreground. The dialog box has a title bar and a subtitle 'Only accept calls from the following numbers'. It contains a list with 'List', 'Contacts', and 'Extensions' as options. There is an 'Add New' button and a 'Clear List' button at the bottom. The background settings are dimmed but still visible.

Mywavephone 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.

The screenshot displays the 'Phone Status' configuration interface. At the top, there are navigation tabs for 'Home', 'Messages and Calls (2)', and 'Contacts', along with 'Make Call' and 'Premium 1 -' buttons. The 'Phone Status' section includes a status dropdown set to 'Available for Calls'. Under 'Incoming calls will:', a dropdown menu is open showing options: 'Ring your Account Phone' (selected), 'Ring your phones in order', 'Ring your phones together', and 'Forward to another phone...'. Below this, there are settings for 'If there is no answer' (Forward to and, Send to voicemail after 30 seconds) and 'If your phone is busy' (Forward to another phone, Send to voicemail). An 'Advanced Settings' panel on the right lists checkboxes for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Calls'. The bottom 'Your Services' section features six icons: Groups, Call Settings, Message Settings, Notifications, Reminders, and Account Codes.

Mywavephone Forwarding Features

(Continued)

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 Wave 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 Wave 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.

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

Phone Status

☒ Available for Calls

Incoming calls will: Ring your Account Phone

A Account Phone
888-888-8888

If there is no answer

☐ Forward to another phone after 30 seconds

☒ Send to voicemail after 30 seconds

If your phone is busy

☐ Forward to another phone

☒ Send to voicemail

Advanced Settings

Forward Selected
Callers from the forwarding list will be forwarded to another phone

Reject Selected
Callers from the rejection list will be rejected without going to voicemail

Distinctive Ringtone
Callers from the distinctive ringtone list will ring with a different ringtone

Forward if Unavailable
If your phone is unavailable calls will be forwarded to another phone

Anonymous Callers
Calls from anonymous callers will be rejected without going to voicemail

Apply Cancel

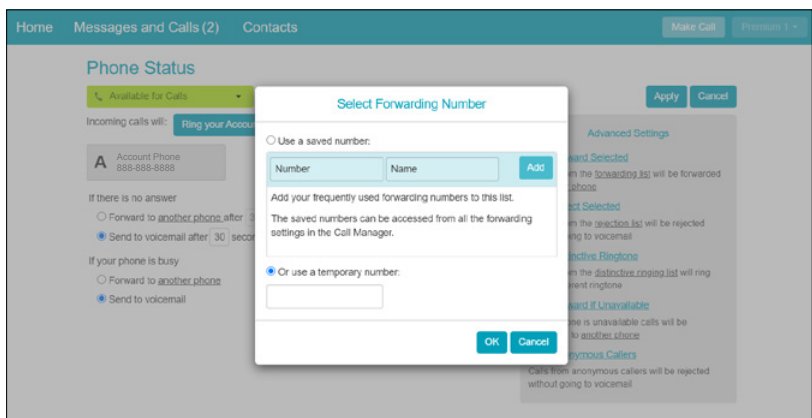
Mywavephone Forwarding Features

(Continued)

Forwarding Settings in Mywavephone

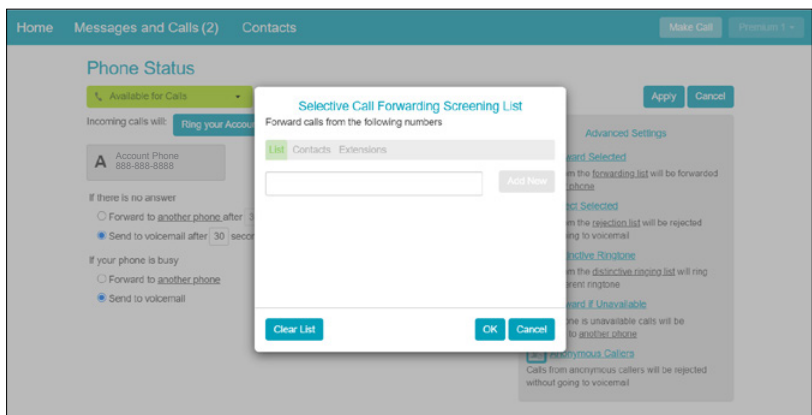
5. Homescreen Advanced Settings > Forwarded Selected > Another Phone

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.



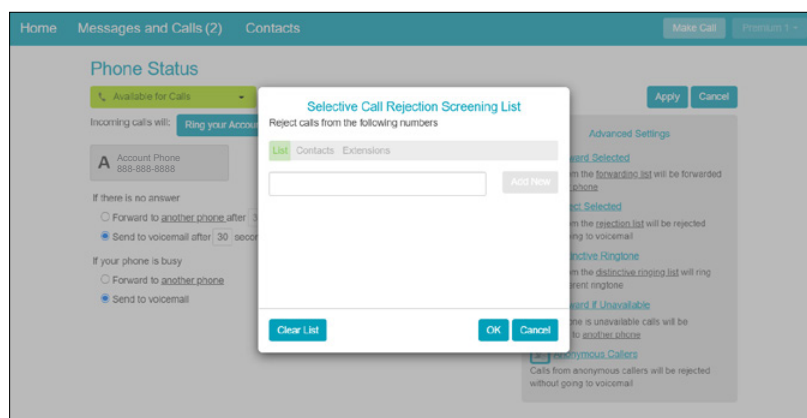
Mywavephone Forwarding Features

(Continued)

Forwarding Settings in Mywavephone

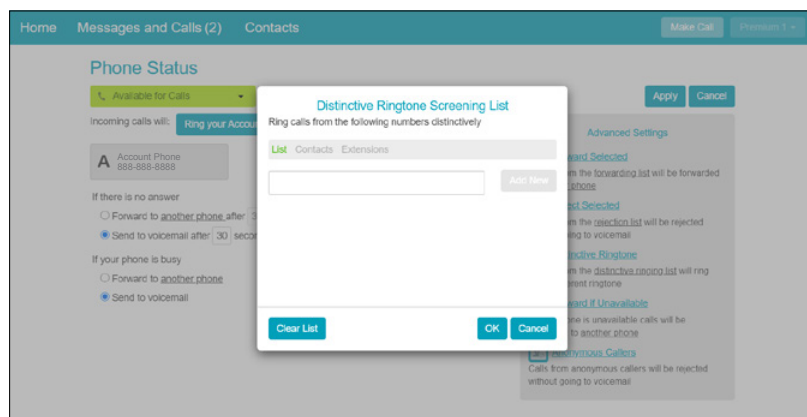
7. Homescreen > Advanced Settings > Reject Selected

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.



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.



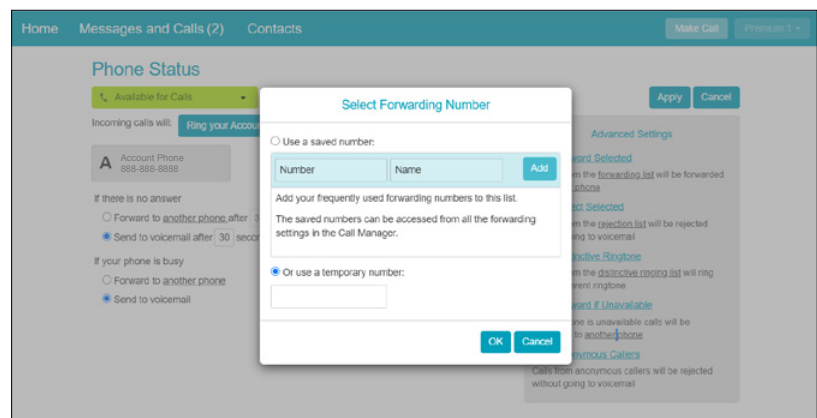
Mywavephone Forwarding Features

(Continued)

Forwarding Settings in Mywavephone

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

If a user's phone loses registration with Wave'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".

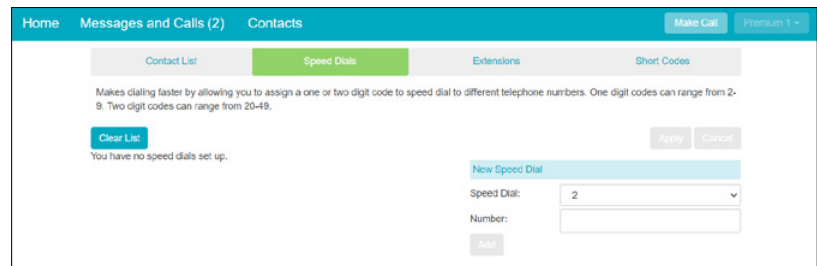
Note: Include all numbers needed to dial out, eg: area code + number.

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".

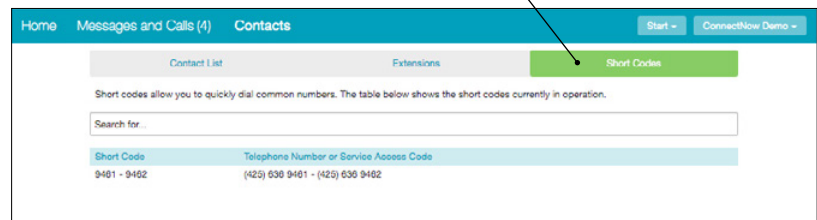


The screenshot shows a web interface for managing contacts. At the top, there are tabs for 'Home', 'Messages and Calls (2)', and 'Contacts'. The 'Contacts' tab is active, and within it, the 'Speed Dials' sub-tab is selected. A 'Make Call' button and a 'Premium 1' dropdown are visible in the top right. Below the tabs, a message states: '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.' There is a 'Clear List' button and a message: 'You have no speed dials set up.' On the right, there is a 'New Speed Dial' section with a 'Speed Dial:' dropdown menu showing '2', a 'Number:' input field, and an 'Add' button. 'Apply' and 'Cancel' buttons are also present.

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.



Home Messages and Calls (4) Contacts Start - ConnectNow Demo -

Contact List Extensions Short Codes

Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.

Search for ..

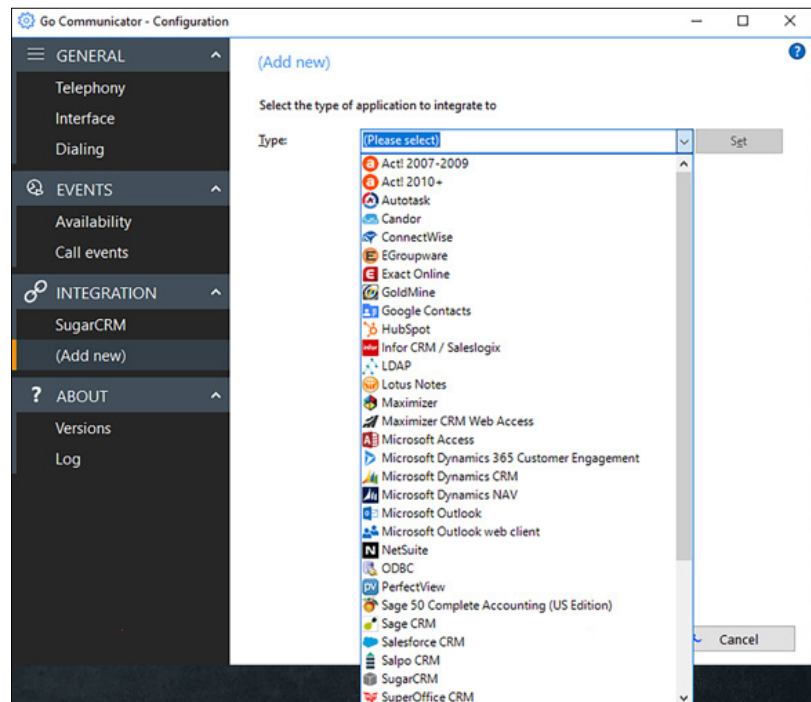
Short Code	Telephone Number or Service Access Code
9481 - 9482	(425) 636 9481 - (425) 636 9482

Mywavephone

CRM Integration

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

Mywavephone

CRM Integration

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

The Target Customer for this Service Includes:

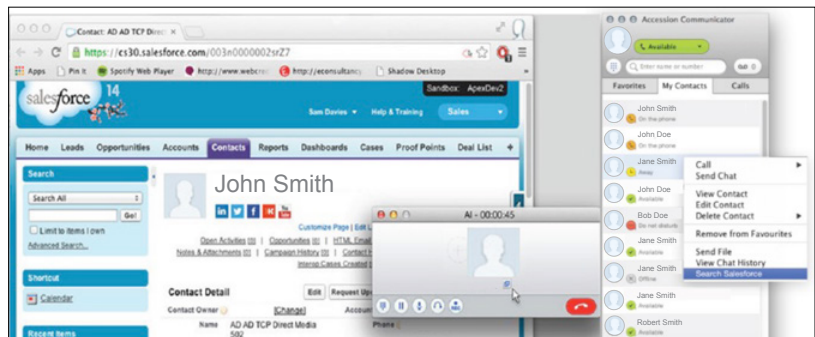
- Existing Hosted Voice customers
- Field service type organizations
- Organizations that want more data-driven, personal interactions with their customers and prospects
- SMB and Enterprise

Mywavephone

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

Mywavephone

Attendant Console

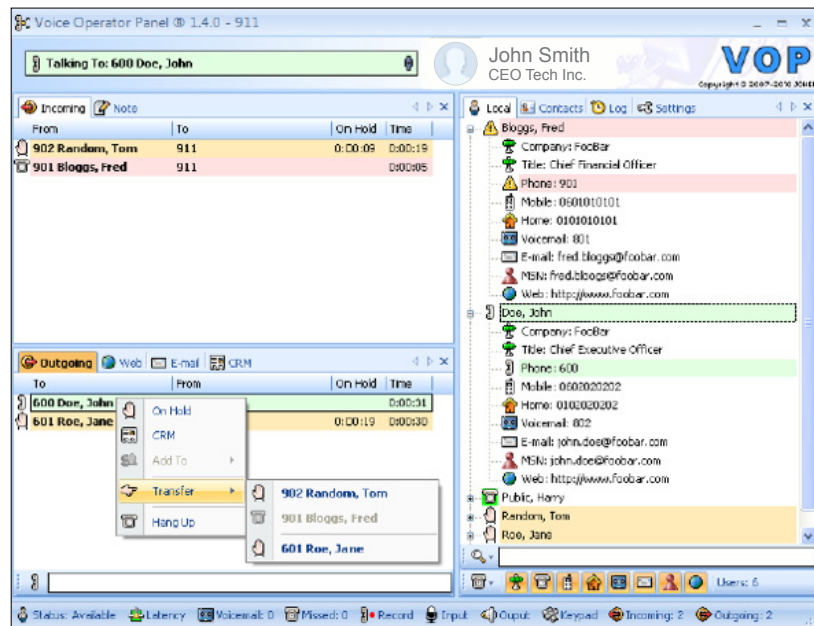
Attendant Console (Continued)

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

The Target Customer for this Services Includes:

- Existing Hosted Voice customers
- Field service type organizations
- Organizations that want more data-driven, personal interactions with their customers and prospects
- SMB and Enterprise



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 Wave).

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



Have More Questions?

Please Contact Us:

wavebusiness.com/contact/

or call: 1-844-910-8519
