

Business Services Hosted VolP CommPortal

User Guide

wowbusiness.com



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Getting Started

When you go to the WOW! Business Hosted VoIP Web Portal link (https://phone.wowforbusiness.com), the first screen that appears is your login screen. Enter your email address or telephone number and password.

NOTE - Your initial password is provided by your System Administrator.

Please log in belo	ow.		Welcome	Change Password	al Setup Wizard
Email / Number: Password:	Reset Password		Change Password Change PIN Finished	Vour password has already been created. You can update your password again or leave it unchanged Old password: New password: Confirm new password:	
Remember me		Login		To improve security you must ad your account. This is required in order to keep to send forgotten password links	d an email address before accessing you informed of password changes and
				phone number.	Log out Previous Next

If you are attempting to log in to an existing account without having an account email setup, the following dialog will display:

No Acco	ount Email	Set			
	uired in order to			cessing your account. anges and to send for	
You may a		g in using this e	mail address instea	d of your phone numt	per.
					iue Log Ou

If the checkbox for allowing email login is checked but the email entered is currently in use on another account, the following dialog will display. Only one account for a given email address can be used for the purposes of logging in.



Please note: you will need to change your pin and password. For security reasons, your new pin must be 6-20 digits. You will also be guided through changing your password on first time login. Your password should be between 8 and 20 characters, including 1 Capital letter, 1 number, and 1 special character. For improved security, passwords cannot have a letter or number that repeats three or more times (for example "AMJ25554"), can only have up to two sequential numbers (for example "AMJ2345") and the password cannot be the phone number.

Note: This document shows an account with all features activated. Your actual screens may differ due to the features assigned to your account.

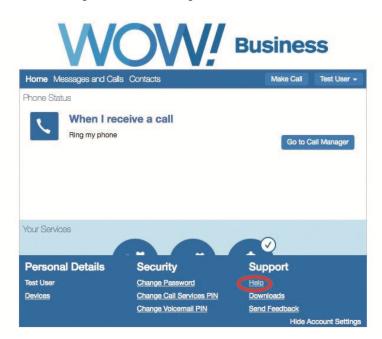


Dashboard



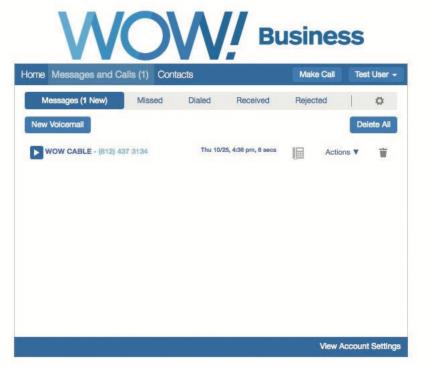
The Dashboard is the main view for the web portal. On this page you see the number of voicemails, missed calls, contacts and the Call Manager settings.

To access help, click view account settings in the bottom right of the screen and then click help in the menu.





Messages and Calls



Messages

To play a message, click on the **D** icon to bring up the Voicemail Player. To save a copy of the message on your computer, right click on the > icon, and select **Save Target As**... or **Save Link As**. To delete the message, click on the icon.

Missed Calls

This tab lists your recent missed calls. To add an unrecognized caller to your contact list, click on the + icon. To go to a contact's entry in your contact list, click on their name.

Dialed Calls

This tab lists your recent dialed calls. The following actions are available to you on this tab. To add a dialed number to your contact list, click on the + icon. To go to a contact's entry in your contact list, click on their name.

Received Calls

This tab lists your recent received calls.



Contacts



Contacts

To add a new contact to the list, click the New Contact button below the contact list column. Once you have finished entering the details for the new contact, click the Save button to submit your changes. If you wish to discard the new entry, click Cancel. To import, contacts must be in a CSV file format.

Finding a Contact List Entry

There are multiple ways of finding an existing contact list entry.

- Alphabetically by name. Scroll through the names in the contact list column and click on the one you want to view the details of.
- Searching by name. To search by name, type the first few letters of any component of the name into the search box at the top of the contact list column. Matching proceeds as you type, and the more you type, the more constrained the list of matches is. Matching is performed against contacts' first and last names, and also against various other text fields within the contact.
- **Searching by number**. To search for a contact by number type the first few digits of one of their telephone numbers into the search box.



	WC	W	Busi	nes	SS
me	Messages and Calls (1)	Contacts	м	ake Call	Test User
	Contact List	Extensio	ns	Short C	odes
Searc	h for				
	Name	Department	Telephone Number	E	Extension
0	2488351790: Admin	MI	(248) 835 1790	1	1790
<u>@</u>	2488351790: Admin 2488351791	MI MI	(248) 835 1790 (248) 835 1791		1790 1791
<u>@</u>				t	
<u>@</u>	2488351791	MI	(248) 835 1791	1	1791
2	2488351791 MLHG-MEMBER	MI MI	(248) 835 1791 (248) 835 1793	1	1791 1793
	2488351791 MLHG-MEMBER Test User	MI MI None	(248) 835 1791 (248) 835 1793 (216) 848 2340	1	1791 1793
	2488351791 MLHG-MEMBER Test User test	MI MI None OH	(248) 835 1791 (248) 835 1793 (216) 848 2340 (216) 848 2356	1	1791 1793

Extensions

Extensions allow you to quickly dial other numbers in the Business Group.

You can search by typing in the search box above the table. The list will be restricted to those items that match, with the matching field highlighted.

WC)W! •	Busines	S
Home Messages and Calls (1)	Contacts	Make Call	Test User 👻
Contact List	Extensions	Short Co	des
Short codes allow you to quickly currently in operation. There are no short codes in the Br	/ dial common numbers. The table		
		View A	ccount Settings



Short Codes

Short codes allow you to quickly dial common numbers.

You can search by typing in the search box above the table. The list will be restricted to those items that match, with the matching field highlighted.

Clicking on an extension or short code give you the options to call from your phone or another phone. Selecting one of those options completes the call by:

- first calls your phone
- when you answer that, places the call to the target phone
- typing the phone number
- typing the name or start of the phone number and then choosing from suggestions from your contacts or extensions
- typing a "vanity number" in which letters are used instead of numbers
- dialing using the on-screen keypad.



Call Manager



Call Manager allows you to change your status between:

- Available
- Do Not Disturb

You can also define how different callers can reach you depending on whether they are:

- Anonymous callers
- Priority contacts
- Unwanted Barred contacts

Note: Basic status information from the call manager can be manipulated from the home screen as well, however more advanced functionality requires you to click on and open the call manager page.



Status: Available

This is your default status. You can choose to:

- Ring your phones in order
- Ring your phones together
- Forward to another phone
- Send to voicemail





Status: Forward All Calls



You can use the Call Manager tab to unconditionally forward all your calls to another number.

- 1. Select the Forward to another phone option from the Incoming Call drop down box.
- 2. Click on the Incoming calls will be forwarded to option to open the Select Forwarding Number window.
- 3. Click on a saved number from the list or enter a temporary number to forward calls to.
- 4. Click OK.
- 5. Click Apply to save changes.

To enable the Unconditional Call Forwarding feature directly from your phone, dial *72. To disable, dial *73.



Ring my phones at the same time

WOW!	Business
K Back Messages and Calls (1) Contacts	Make Call Test User -
Phone Status Available for Calls	Apply Cancel
Incoming calls will: Ring your phones together A Account Phone 9 98124375555 +	Advanced Settings
If there is no answer Forward to <u>another phone</u> after <u>36</u> seconds Send to voicemail after <u>24</u> seconds If your phone is busy	Forward if Unavailable Anonymous Callers
Forward to <u>another phone</u> Send to voicemail	View Account Settings

You can choose to have multiple phones ring at once so that you can be reached on any of your phones when you receive a call.

- 1. Select the **Ring your phones together** option from the Incoming Call drop down box.
- 2. To add more phone numbers to this list, click the + symbol below your current account number.
- 3. In the **Select Forwarding Number** window, enter additional names and numbers in the boxes provided. Hover over, and Click **X** to delete any that you no longer want.
- 4. Click OK.
- 5. Click Apply to save changes.



Ring my phones in order (Find me Follow me)

	Business
Back Messages and Calls (1) Contacts Phone Status	Make Call Test User
C Available for Calls	Apply Cancel
coming calls will: Ring your phones in order - ?	Advanced Settings
9 98124375555 3	Eorward Selected
	Reject Selected
9 98124378965 ³	
9 98124378965 3	
+	
+	Distinctive Ringtone
f there is no answer Forward to <u>another phone</u> after 36 seconds	Distinctive Ringtone
f there is no answer Forward to <u>another phone</u> after 36 seconds Send to voicemail after 24 seconds	Distinctive Ringtone

You can choose to have multiple phones ring in order so that you can be reached on any of your phones when you receive a call, or to configure a very basic form of call hunting.

- 1. Select the **Ring your phones in order** option from the Incoming Call drop down box.
- 2. To add more phone numbers to this list, click the + symbol below your current account number.
- 3. In the **Select Forwarding Number** window, enter additional names and numbers in the boxes provided. Hover over, and Click **X** to delete any that you no longer want.
- 4. Click the boxes in the steps next to the telephone numbers to setup how many seconds you want the phones to ring for before forwarding to the next line in the list. You can select multiple lines for each step so a highlighted box means that phone number is part of step one, two, three, etc. (Note, 5 seconds = on ring cycle)
- 5. Click **OK**.
- 6. Click Apply to save changes.



Forward to another phone



You can choose to forward calls to a particular number when you are unable to answer, if your line is busy, or if your line is unavailable.

To forward calls that come in while you are unable to answer.

- 1. Select the Forward to another phone radio button.
- 2. Set the timer to determine how many rings will occur before a call is forwarded (5 seconds = 1 ring).
- 3. Click the another phone link.
- 4. You will now see the **Select Forwarding** dialog box. Click on a saved number from the list or enter a temporary number that you want to forward your calls to.
- 5. Click **OK**.
- 6. Click Apply to save changes.

To enable the Delayed Call Forwarding feature directly from your phone, dial *92. To disable, dial *93.

To forward calls that come in while your phone is busy.

- 1. Select the Forward to another phone radio button.
- 2. Click the another phone link.
- 3. You will now see the **Select Forwarding** dialog box. Click on a saved number from the list or enter a temporary number that you want to forward your calls to.
- 4. Click OK.
- 5. Click Apply to save changes.

To enable the Busy Call Forwarding feature directly from your phone, dial *90. To disable, dial *91.



Forward to another phone (cont.)



To forward calls that come in while you are unavailable,

- 1. Click on the Advanced Settings arrow to display additional features.
- 2. Click on Forward if Unavailable.
- 3. Click the another phone link.
- 4. You will now see the **Select Forwarding** dialog box. Click on a saved number from the list or enter a temporary number that you want to forward your calls to.
- 5. Click **OK**.
- 6. Click Apply to save changes.



Send to voicemail

WOW!	Business
K Back Messages and Calls (1) Contacts	Make Call Test User 🗸
Phone Status Available for Calls Incoming calls will: Fing your Account Phone	Apply Cancel
A Account Phone (216) 848 2340 If there is no answer Forward to <u>another phone</u> after 36 seconds Send to voicemail after 24 seconds If your phone is busy Forward to <u>another phone</u> Send to voicemail	Advanced Settings Forward Selected Reject Selected Distinctive Ringtone Forward If Unavailable Anonymous Callers
	View Account Settings

You can choose to send calls to voicemail when you are unable to answer, or your line is busy. To send calls to voicemail when you are unable to answer,

- 1. Select the **Send to voicemail** radio button.
- 2. Set the timer to determine how many rings will occur (5 seconds = 1 ring).
- 3. Click Apply to save changes.
- To send calls to voicemail when your line is already busy,
- 1. Select the Send to voicemail radio button.
- 2. Click Apply to save changes.



Anonymous Callers



You can choose to direct calls differently when the caller's identity is unknown or withheld.

- 1. From the Call Manager tab, click on the Advanced Settings arrow to display additional features.
- 2. Click on the Anonymous Callers option.
- 3. Click Apply to save changes.

To enable the Anonymous Call Rejection feature directly from your phone, dial *77. To disable, dial *87.



Distinctive Ringing



To enable a distinctive ring tone for incoming calls from selected numbers,

- 1. From the Call Manager tab, click on the Advanced Settings arrow to display additional features.
- 2. Click on Distinctive Ringtone.
- 3. Click on the list option.
- 4. The **Distinctive Ringtone Screening** list will appear. Enter a 10-digit phone number to utilize the distinct tone and click on **Add New**.
- 5. Click **OK**.
- 6. Click Apply to save changes.

To enable or disable the Distinctive Ringing feature directly from your phone, dial *61 or *81.



Forward Selected



You can choose to forward calls from a select list to a different line than Normal callers.

- 1. From the Call Manager tab, click on the Advanced Settings arrow to display additional features.
- 2. Click on Forward Selected.
- 3. Click on the list option.
- 4. The **Selective Call Forwarding Screening List** will appear. Enter a 10-digit phone number to be forwarded and click on **Add New**, and then click **OK**.
- 5. Now from the *Advanced Settings* tab, click on another phone option.
- 6. Click on a saved number from the **Select Forwarding Number** list or enter a temporary number that you want to forward these calls to.
- 7. Click **OK**.
- 8. Click Apply to save changes.

To enable the Selective Call Forwarding feature directly from your phone, dial *63. To disable, dial *83.



Unwanted Callers



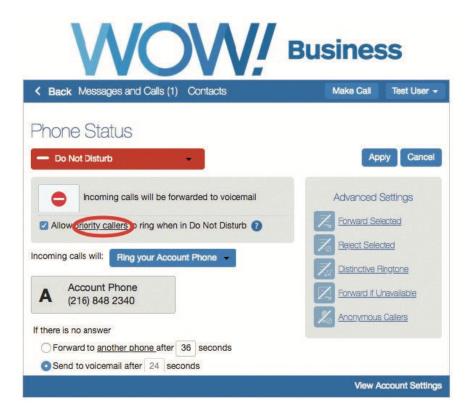
You can choose to reject calls from unwanted callers without sending them to voicemail.

- 1. From the Call Manager tab, click on the Advanced Settings arrow to display additional features.
- 2. Click on Reject Selected.
- 3. Click on the list option.
- 4. The Selective Call Rejection Screening List will appear. Enter a 10-digit phone number to be rejected and click on Add New.
- 5. Click **OK**.
- 6. Click Apply to save changes.

To enable or disable the Selective Call Rejection feature directly from your phone, dial *60 or *80.



Status: Do Not Disturb



- 1. From the main Call Manager screen, click the *Available for Calls* tab.
- 2. Select the **Do Not Disturb** option from the drop down box.
- 3. Click on Apply to save changes.

To enable the Do Not Disturb feature directly from your phone, dial *78. To disable, dial *79.

Selective Call Acceptance (Priority Callers)

To allow priority callers to reach your line while in Do Not Disturb mode,

- 1. From the main Call Manager screen, click the *Available for Calls* tab.
- 2. Select the **Do Not Disturb** option from the drop down box.
- 3. Click on the check box next to Allow priority callers to ring in Do Not Disturb.
- 4. Click on the priority callers option.
- 5. In the **Priority Callers Screening List** window, enter a 10-digit phone number allowed to ring through, and click on **Add New**.
- 6. Click on OK.
- 7. Click on Apply to save changes.

To enable the Selective Call Acceptance feature directly from your phone, dial *64. To disable, dial *84.



Your Services Call Settings



The Call Settings button provides access to a number of settings that you are unlikely to need to change on a regular basis. No changes that you make on this page will be applied until you press the **Apply** button. Each section in this menu provides the following functions:

- General This section allows you to enable or disable caller id for inbound and outbound calls. It also lets you change your operator number if you have permissions to do so.
- Call Forwarding This section allows you to configure options for entering a new call forwarding number each time or using the number stored in memory from last time for several different versions of call forwarding.
- Call Blocking This section allows you to block certain types of calls from being made from your line. If an option box is greyed out, it means that WOW! doesn't allow for this field to be manipulated through CommPortal (ex: International calling). To enable or disable these functions, you'll have to call or chat with our care agents who will be able to assist.



Message Settings



The message settings menu contains both commonly and infrequently used functions within the portal. No changes that you make on this page will be applied until you press the **Apply** button. Each section in this menu provides the following functions:

General/VM to Email



This section allows you to configure your forwarding options for receiving voicemails in your email box. To enable, click the checkbox to forward messages as emails. Once enabled, you can add up to 5 email addresses that will receive voicemails from this account. You can also check the "leave original in inbox" checkbox to leave the message in your inbox. **Not selecting this option deletes voicemails from your account after they have been forwarded to email.**



Mailbox Access

This section provides access to a number of settings that you are unlikely to need to change on a regular basis. From here, you can configure the following features:

- Skip Pin This allows you to setup your voicemail to allow you immediate access if you are calling from the telephone number associated with your voicemail box.
- Fast Login This allows the telephone number associated to your account to be able to access your voicemail box by entering a PIN only instead of the phone number and the PIN.
- Auto-play voicemail When this option is selected, your voicemail messages begin playing automatically once your voicemail account is accessed.
- Voicemail Playback This option allows you to select what parts of the voicemail messages are played back to you.

Voicemail Greeting

V	/OW!	Bu	sines	SS
< Back Message	s and Calls (1) Contacts		Make Call	Test User 👻
Call Setting				
Forward to:				
add an email a	address			
C Leave original	in Inbox			
Mailbox Acc	Extended Absence Group			
Voicemail G	Personal System with name			
Use the greeting	System with rumber System			
more options	Sjotsin			
🗌 Use di	fferent greeting outside business hours.	record		
🗌 Use di	fferent greeting within my business group	. record		
			View A	ccount Settings

The Voicemail Greeting panel allows you to configure which greeting will be played to callers who reach your voicemail. You can choose to either use a standard system greeting, record or upload and use a personal message of your choice.

You also have the option of just using the same greeting as your primary group mailbox.

As well as defining the default greeting that you wish callers to hear, you can also

- configure alternative greetings to be played outside business hours
- choose to play an extended absence greeting, and optionally prevent callers from leaving messages while you are away
- choose to play a di erent greeting when a caller comes from within your business group After making any changes in the Voicemail Greeting panel you must press **Apply** to apply them.



Setting your default greeting

For your default greeting, you should select a greeting from the list of available greetings in the dropdown box. The list of greetings includes the following standard system greetings.

- System this plays the normal system greeting, with no identifying information.
- System with Number this plays the normal system greeting, including your phone number.
- System with Name this plays the normal system greeting, but includes your recorded name.

You can also choose to use a greeting where you can record or upload a personal message. Greetings that already have a recording will be marked with a * beside the name in the list. You can choose to re-record or upload a greeting if you wish by selecting it as your chosen greeting and clicking **edit**. Greetings that do not yet have a recording will display the **record** link that you can click to launch the Greeting Recorder pop-up. See **message recording**.

Once you have chosen, and if necessary recorded or uploaded, your voicemail greeting, expand the **more options** link to configure additional settings. These options will vary depending on the greeting that you are using.

For system and personal greetings, you can choose to do one of the following:

- play a different message outside of business hours. Use the **record** or **edit** link to create the greeting that will played instead of your default greeting when a caller is put through to voicemail because of the time of day that they are calling. You can configure your business hours by dialing into your mailbox.
- play a different message when the caller is a colleague in your business group. Use the **record** or **edit** link to create the greeting that will be played when one of your Business Group colleagues is put through to your voicemail.

Configure an extended absence greeting

If you are going to be away for an extended period, you can choose to use an extended absence greeting as your default greeting. If you have not already recorded or uploaded the message, you will see a **record** link alongside the message selection box. Click this link to launch the Greeting Recorder and record or upload your message.

When you are using an extended absence greeting as your default greeting, you can use the more options link to

- choose whether or not callers can leave you a message by clicking the "Allow callers to leave a message" checkbox. If you do not select this option then callers will be prevented from leaving you messages while you are absent. You may wish to do this to avoid your mailbox filling up while you are away.
- play a different message to colleagues in your business group whilst you have selected the "Extended Absence" greeting, by clicking the checkbox. Use the **record** or **edit** link to create the greeting that these callers will hear.

Use same greeting as primary telephone number

If you wish to use the same greeting as your primary telephone number, simply select "Same as primary" as your default greeting.

Download Greetings

To download a greeting, click the **Download Greeting** button, displayed in the greeting recorder, right below the recording buttons. Note that the download button will only be displayed if the greeting is already recorded and saved.

Recording a Message

Out of hours				
* Record/Listen Greeting	00:00 /	00:0	0 🗥	
• • •)	Ť	•••)	
Upload Greeting				
				Cancel

A number of controls are provided for recording your message.

- 💌 💽 Starts recording. This will overwrite any message you have previously recorded.
- Stops playing or recording the message.
- 📧 📧 Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.
- This control allows you to adjust the playback volume. Click and then adjust the slider to set the required volume level.
- This control allows you to view and change your Adobe Flash Player Settings, for example to adjust the settings for your microphone.

When you first attempt to record a message, an "Adobe Flash Player Settings" overlay will appear. Ensure that the "Allow" radio button is selected, and if you do not wish to be shown these settings in future tick the "Remember" checkbox.

To record a message you need to carry out the following steps.

- When you are ready to record your message, press the 💌 button.
- Read your message into your microphone, and when you have finished, press the 🛤 button.
- Playback your message to check that it has recorded correctly by pressing the button. If you want to stop the playback, press . If there is a problem with the recording, e.g. you cannot hear it, or it is very quiet, see the section on **troubleshooting** below.
- If you are not happy with your message content, then record a new message by pressing the record button again. This will overwrite your previous message.

Troubleshooting

I have recorded my message, but when I try to play it back I cannot hear anything.

- Check you have actually recorded something. The length of the current recording is shown as e.g. 0:01:35 (1 minute and 35 seconds). If the current recording length is 0 or much lower than expected then try recording your message again.
- Check that playback volume is turned up high enough. Volume can be adjusted using the volume slider described above.



- Increase the gain of your microphone by clicking 📕 and moving the gain control İ nearer to the top end.
- Click the sicon to bring up the "Adobe Flash Player Settings" and make sure that the Allow option is selected. Click on the microphone icon at the bottom of this settings box and check that the correct microphone is selected in the dropdown, and that the record volume is turned up.

If you are using an external microphone, check that this is plugged in correctly.

If this still doesn't solve the problem, then it may be that your microphone has been muted by the operating system (e.g. Windows) - refer to your operating system help for further information.

• If several green lights appear consistently while recording your message, then it is likely that your message has recorded correctly and the problem is occurring when playing it back. If you are using external speakers, check that these are plugged in correctly and turned on. If this does not resolve the problem, then it may be that your speaker has been muted by the operating system (e.g. Windows) - refer to your operating system help for further information.

I have recorded my message, but when I try to play it back it is distorted

This may be because your microphone gain is set too high. Reduce the gain by clicking and moving the gain control in nearer to the bottom.



Notifications - MWI

WOW! Business					
< Back Messages and Ca	alls (1) Contacts	Make Call	Test User 👻		
Call Settings	Cations Group Mailboxes				
 Notifications Message Waiting In Send phone notification of 	Clear List New Entry dicator incoming messages to the following		ly Cancel		
Phone Number	Urgent Voicemail	All Voicemail			
(216) 848 2340		۵	Ŧ		
		View A	ccount Settings		

You can use this panel to specify your other phones whose message waiting indications should be triggered when messages are received, and which types of messages cause the indication.

- To add another of your phones to the list, press **New Entry**. You are prompted for a phone number this should be the number of another phone you own under the same account as this one; you cannot trigger indicators on arbitrary other phones.
- To change the types of messages that trigger the notification use the checkboxes.
- To delete a phone from the list, press the 📕 icon.
- To clear the entire list, use the **Clear List** button.

You must press the **Apply** button for any of your changes to take effect.



Group Mailboxes



The Group Mailbox tab allows you to administer your group mailboxes and create new ones.

For each group mailbox, you can configure the following properties.

- Whether the secondary mailbox is currently enabled. If you disable a mailbox, then it is not possible to either leave messages in it or retrieve messages from it. However, all settings and content will be maintained, and you can re-enable the mailbox whenever you wish.
- The name of the mailbox user. This name is used, for example, when the user of the mailbox forwards a message as an email (the name is used to identify the user in the From field of the email).
- The mailbox PIN. This is the PIN used when dialing in to this mailbox, and when logging into the Web UI.
- Password. This is the password used when logging into the Web UI as this mailbox.
- MWI aggregation. If you enable MWI aggregation for a secondary mailbox, then any MWI notifications configured for your primary mailbox will also be triggered by messages left in this secondary mailbox. This is useful if, say, you share a single physical telephone with the user of the secondary account enabling this feature means that the MWI indicator on the telephone will light if either of you have new messages.
- Message count aggregation. If you enable Message count aggregation for a secondary mailbox, then when you access your primary mailbox by dialing in from a telephone you are told both how many new and saved messages you have in your primary mailbox, and also how many you have in this secondary mailbox.

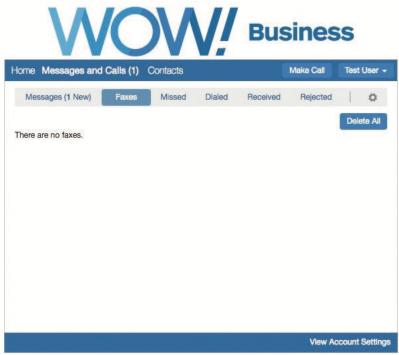
To add a new group mailbox, press the **New Mailbox** button. Once you have created a new secondary mailbox, you should login as the mailbox user, and record the user's name and personal greeting. You can either do this by dialing into the mailbox from your handset, or by recording your "system with name" and "personal" greetings on the greetings tab on this page.

To delete an existing group mailbox, press the sicon. *Warning: deleting a group mailbox is an irreversible operation that will result in the loss of all messages and configuration associated with that mailbox.*



Fax to E-mail

To use the Fax to E-mail service, you must first have an email address configured for forwarded as indicated in the General/VM to Email section above. Once you have this email address configured, both voicemails and faxes will forward to the email addresses provided. If your service package doesn't include faxing, you won't see these fields in the portal. Optionally, you may choose to have your faxes delivered to your messaging inbox as shown below.



This tab lists all of the faxes in your inbox. New faxes (those you have not yet read) appear in **bold type**.

For each fax in your inbox, you can see who sent the message, when the message was received, and how many pages the message contains. If the fax has been sent from a telephone number that appears in your contact list or the sender's name was provided, then the name of the sender will be displayed. Otherwise, you will just see the number that the fax was sent from.

Your inbox may also contain special **System Messages**, such as delivery failure reports. **The following actions are available to you on this tab.**

- View a fax or save a local copy on your computer
- Manage your faxes by deleting them, or marking them as either new or read
- Forward a fax
- View contact details or add new callers to your contact list.

View or save a fax

- To read a fax, click on the icon corresponding to the fax you wish to view.
- To save a local copy of a fax on your computer, right click on the ^{IIII} or ^{IIII} icon, and select Save Target

As... or Save Link As...



Manage your faxes

- To delete a fax, press I in the row corresponding to the fax that you want to erase. To **delete all faxes**, press **Delete All**.
- Faxes are automatically marked as read to when you play them. **To mark a fax you have previously read as new** (so that it appears in bold again), click the icon in the row corresponding to that fax and select "Mark as new" in the dropdown menu that appears.
- Similarly, **to mark a fax as read** without viewing it, click the icon in the row corresponding to that fax and select "Mark as read" in the dropdown menu that appears.

Forward a fax

If you wish, you can forward a fax as an email to one or more email addresses (the fax will be attached to the email as a PDF file). Alternatively, if you wish to forward a fax to another user (or users) on the same messaging system, you can forward the message as a fax so that it appears in their fax inbox.

To forward a fax as an email:

- Click the icon corresponding to the message you wish to forward and select Forward as Email to bring up the Forward as Email overlay.
- Enter one or more recipients in the To field. If the recipient is configured in your contact list, then you can identify them by name. Otherwise you must enter their complete email address. You can specify multiple recipients by separating them with semicolons.
- The Forward as Email overlay also allows you to optionally specify additional recipients in the Cc or Bcc fields
 - adjust the subject line of the email message
 - add text to be included along with the fax attachment.
- When you are done, press the **Send** button to send the message.

Note: when forwarding a message as an email, the From address specified will include your name as configured on the settings page.

To forward a fax to one or more other users on the same messaging system:

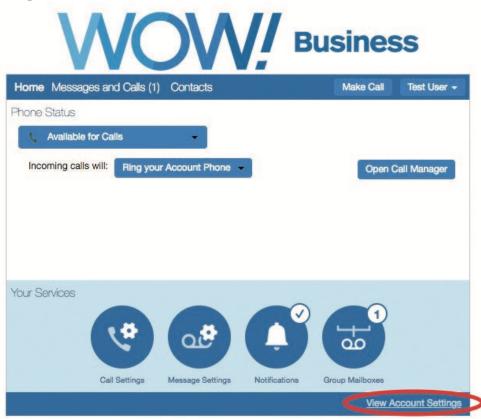
- Click the icon corresponding to the fax you wish to forward and select Forward as Fax to bring up the Forward as Fax overlay.
- Enter one or more recipients in the To field. The recipients specified must be other users on the same messaging system, or the attempt to send the message will fail. If a recipient is configured in your contact list, then you can identify them by name, otherwise you must enter their fax number directly. You can specify multiple recipients by separating them with semicolons.
- You can optionally flag the fax as Urgent.
- When you are done, press the **Send** button to send the fax.

View contact details or add new callers to your contact list

- If a fax has been sent from a telephone number that appears in your contact list, then the name of the sender will be displayed. To view your contact list entry for the sender, click on their name and select "View contact".
- Otherwise you will just see the telephone number that the fax was sent from. In this case, you can create a contact list entry for the sender by clicking on their number, and selecting "Add to contacts".



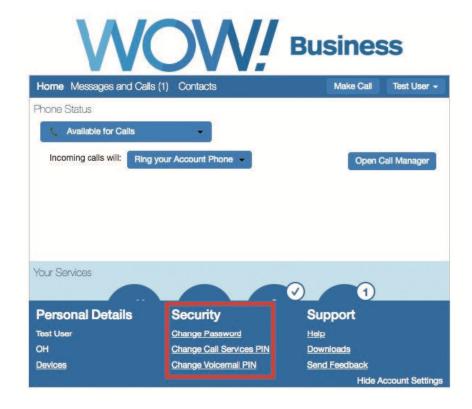
Account Settings



The account settings section of CommPortal is where you go to manage and update information specific to your individual account such as passwords, devices, and downloads. You can also access CommPortal's build in help function from the account settings menu. To access it, click on the "View Account Settings" button at the bottom right hand side of CommPortal where a menu will slide up providing access to the functions mentioned below.



Security - Change PINs and Passwords



To change the PINs and passwords associated to your account, navigate to account settings and click on the function that you want to perform. Keep in mind the following when changing PINs and passwords:

- PINs must be between 6 and 20 digits long
- Passwords must be between 8 and 20 characters long
- Passwords must contain at least 1 letter, 1 number, and 1 special character (capital and lowercase letters are encouraged but not required). Allowable special characters in commportal passwords: !"#\$%&'()*+,-./:;<=>?@[\]^_`{|}~
- PINs and passwords cannot contain your phone number
- PIN's and passwords can only have 2 repeating characters or digits (ex. 3900283) The definitions of these PINs and passwords would be:
 - Password This is the password you use to access your CommPortal account along with other voice and unified communications applications you may get from WOW!. These might include CommPortal Assistant, or a softphone application (WOW! Mobility) for example.
 - Call Services PIN This is the PIN code you use to access call services. Call services would be features that require a pin code to use when accessing through the TUI such as remote access to call forwarding.
 - Voicemail PIN This is the PIN code you use to access voicemail through a TUI or from a phone.



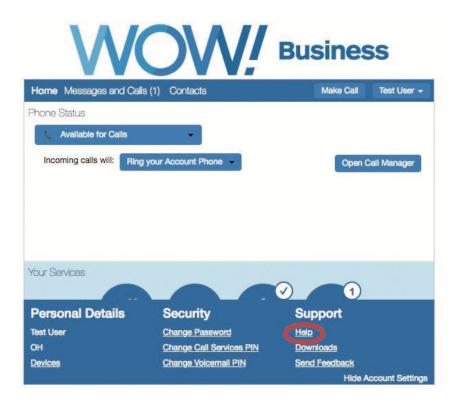
Support - Downloads



The downloads section of CommPortal is where you go to download any applications that WOW! provides to you as part of your service. This could be the CommPortal Assistant application referenced below, or applications such as softphones (WOW! Mobility).



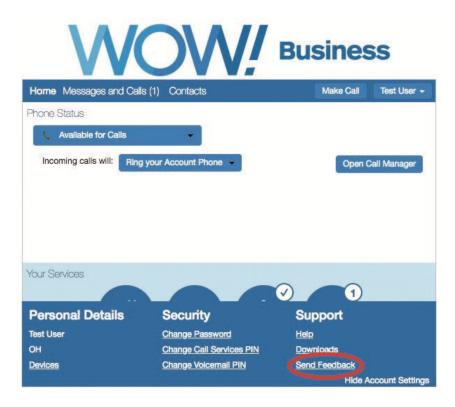
Support - Help



CommPortal's in-line help section allows you to get help and definition for any function within the tool. When you click on help, you will get a pop up with information containing help for the CommPortal site while being directed to help on the page you are currently viewing. If you select Send Feedback from within help, you can take screen captures from an area of the site you'd like to feedback on so engineers will be able to better identify problems you are having.



Support - Send Feedback



When you select send feedback in your account settings, you'll get a pop-up that allows you to type the feedback you want to send regarding CommPortal. This is a good way for you to send feedback to WOW! on a bug or feature request that you might encounter but should not be a replacement for calling or chatting with our care agents as that is the fastest and most reliable way to get support from WOW!.



Personal Details

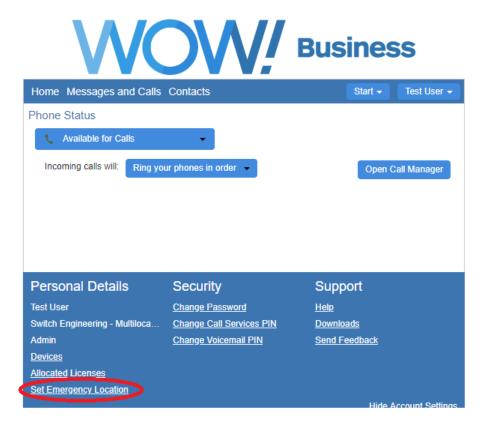
W	DW!	Busines	SS
Home Messages and Calls (1) Contacts	Make Call	Test User 👻
Phone Status			
Available for Calls	•		
Incoming calls will: Fling yo	our Account Phone	Open 0	Call Manager
Your Services			
		$\sqrt{1}$	
Personal Details	Security	Support	
Test User	Change Password	<u>Heip</u>	
ОН	Change Call Services PIN	Downloads	
<u>Devices</u>	Change Voicemail PIN	Send Feedback	ccount Settings
		Hide A	coount settings

The personal Details section of your account settings simply shows you the name WOW! has provisioned for your account long with any departments you might be associated to in your business group. In cases where you may have access to more than one CommPortal account, this is a good place to double check that you are working with the right account, or to verify that WOW! has the right name associated to you.

Personal Details - Set Emergency Location

The Set Emergency Location link under Personal Details will allow you to change the address associated with your line for emergency (911) calls. For Address Line 1 enter the street address of your current location. Address Line 2 allows you to get more specific on your location at the street address. It is on this line, you can add your Building number, your floor number, your Suite or Office number or just a directional such as Office 24 in NW corner of the Building or West section of the building. Adding this information in Address Line 2 helps first responders to locate you more quickly. There is space for 60 characters in Address Line 2 and so please use Abbreviations when entering your location such as "BLD A, FL 10, STE 1000, OFC in NW CRNR". Then please update your City, State, and Zip code.







The following address is your current address last updated on May 01, 2019 at 07:53PM: Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*	Test User		1		
Address line 1:*	123 Main St		1		
Address line 2:					
City:*	Evansville		1		
State:*	Indiana	•			
Zip code:*	47725				
Your address is currently located as: 123 MAIN ST EVANSVILLE, Indiana (IN) 47708-1447					
Update Address Cancel Update Address updates may take a few moments.	Please only click t	the Update butto	on once.		
Address line 2 can be free form text, although the typ We store a maximum of 60 characters worth of inform maximize the information sent.					r to abbreviate :
Here are example address2 entries and their normali suite AA I STE AA	ized values:				

building A floor 3 room 7 | BLDG A FL 3 RM 7

he information to



Personal Details - Devices



The devices section of the account settings menu allows you to view all of the devices and software applications that are configurable with your service. Clicking on "set keys" opens a new window that allows you to set the behavior of keys on your hosted IP Phone (if applicable) or configure certain behaviors for your softphone application. The initial phone setup screen shows you the devices on your account. Clicking edit in any of these devices, takes you to a page where you can configure certain features within the device.

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🔒 Phone	e selection for WOW Engineering (SE MI-LAB) CLMD-LAB: OH / 2168482340		
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Polycom VVX 300 - Edi: settings for WOW E	ingineering (SE MI-LAB) CLMD-LAB: OH / 2168482340	Fiter settings	Clear
	 > Programmable Keys - Line > Programmable Keys - Bottom > User > Network Settings > Paging Groups > Push-To-Talk > Advanced 		
Add sidecar			

Print... + Expand all Reset all to defaults X Discard changes



Configuring Keys

Depending on the model of phone you have, you may have "line keys" or bottom" keys to configure. If you drop down either of these options, the picture of your phone will highlight which keys you are modifying as shown with the blue ovals in the screen captures below:



You will be able to configure some keys but not others. Which keys you can configure depends on what type of phone you are using, and what settings your Business Group administrator has configured. To find whether you can configure a key, move your mouse pointer over that key. If it turns into a hand icon, you can configure that key.

Click on a key to configure it. A dialog box will appear to allow you to select the function you want the key to perform from a list of all the supported functions. If the function you selected requires additional settings to be specified, the dialog will prompt you for these. For example, the Speed Dial function will prompt you to specify the telephone number to dial. You can type in the telephone number directly, or search by contact name for a number from your Contact List (or the other named lines in your business). To search by name simply start typing the name. A dropdown list of matching contacts will be displayed for you to choose from.

If available, the Enhanced Speed Dial and Enhanced Monitored Extension keys behave like Speed Dial and Monitored Extension keys with the exception that pressing the key while a call is in progress or ringing does an immediate "blind" transfer to the number or extension.

If available, Enhanced Call Park keys combine the function of a Park and Retrieve key into one button. Pressing an Enhanced Call Park key immediately transfers a call to the park orbit if it is free. If the park orbit is occupied and no call is in progress, then pressing the button retrieves the parked call.

When you assign a function to a key, you can also specify the text with which you would like to label the key. This will be displayed when viewing keys in Phone Settings and depending on the model of phone may be displayed on the phone's screen or may be printed as a paper insert for the phone (see below). Note that each model of phone can display labels slightly di erently. You should choose labels that are meaningful to you but be mindful that the phone may need to truncate the label depending on the phone's screen size. In addition, some phones use fixed labels for some functions. If you specify a label in this case, the label you specify will be displayed within Phone Settings but will not be displayed by the phone itself.

For phones that have paper inserts instead of an LCD providing labels for the keys, you or your users can print out an insert for a phone. Once you have configured the keys with their labels, press the select print from the bottom menu of the pop-up window.



Configuring Other Settings

To configure settings other than keys, such as ringtones and call services, you will need to navigate through the menu provided in the phone configuration screen. Optionally, some people like to click the "expand all "button from the bottom menu of the pop-up window in order to see all options.

- User
 - Preferences General device settings such as headset operation, backlight preferences, and certain key behaviors
 - Locale Languages, date formats for display, time zone, etc.
 - Call Services Call features and their behaviors Lines
 - To change the ringtone for a specific line, Locate the applicable Line in the List of Lines, Click on it to open the Line details (it's usually the first Line (but not always), glance down the list of options until you find "Ringtone" Use the drop down menu next to "Ringtone" to select a Ringtone for your use and then at the bottom of your screen click on "Save Changes". After the Saving is complete. Reboot your phone to make the new "Ringtone" active. See your Phone's user's manual to learn how to reboot your phone.

✓Line 1			
Directory number 🕥	R. S. P. S.		Default
Shared line O	Automatically determine if line shared If one private line	-	PP CORP.HVOIP.BG
Description for line 😡	Use directory number Use extension Specify description	a	Default
Ring tone 👩	Low trill Silent	· •	Default
Message waiting indicator Q	Low frii Low for the fill nedium frii medium double frii		PP CORP.HVOIP.BG
Hotline 💿	hteidim doube till high till high doube till highest till		Default
DNS SRV O	highest double trill Beeble	a	PP CORP.HVOIP.BG
>Line 2	Triplet Ringback-style		
>Line 3	Low trill precedence Ring splash		

• Network Settings

- RTP, jitter, packet loss settings

- Paging Groups
 - Settings General settings on how paging works from the device
 - Paging Groups Configure individual paging groups
- Push to Talk (If Applicable) Push to talk settings and configuration (similar to Paging Groups). This functionality isn't preferred by WOW!, but can be used if desired.
- Advanced
 - Call Services Advanced call services behaviors such as dial tone timeouts or transfer types.
 - Device Settings Advanced device settings
 - SIP settings Advanced SIP settings
 - Preferences Advanced preferences such as phone background images or power savings modes
 - Bottom Key Call States Advanced call states of Bottom line keys

If a setting is grayed out, you cannot change that setting. In these cases, the field is view only. Otherwise, click on it to change it. There are three types of settings.

- "On/off" settings have a checkbox, which you can click to toggle.
- Keys can be assigned to a function and clicking on them will bring up the same function menu as in the Graphical View, as described above.
- Other settings have a text box, which you can edit by clicking inside it and typing.



- **Reset all to defaults** will remove all of your configuration for the current setting or category, and revert back to the default settings configured by your Business Group Administrator, if any.
- Paging group configuration •
- Paging group membership •
- Paging group keys

Saving or discarding your changes

When you have finished making changes, you must either save or discard them.

- Press **Save changes** to store all your changes you have made. They will be applied to your phone when it next reboots, which is typically overnight.
- Press **Discard changes** to cancel all the changes you have made since the last time you clicked either **Save** changes or **Discard changes** for this phone.

If you have more than one phone, then clicking on either button will also take you back to the thumbnail view of all your phones, from which you can select another phone.

You can print out either a complete list of your settings or a list of your key bindings. Press the **Letter** button.



Dialer



CommPortal includes a dialer function to allow users to dial using the application. This works by first placing a call to the number you program in the "From:" field. The From field should be a phone where you can take the call from (typically your desk phone or cell phone) Once the first leg of the call is answered, it then completes the call to the destination you provided in the "Make a call to:" field. It can be accessed by clicking the icon.



Additional Support

Additional user guides and tutorials to assist you with your WOW! Business services can be found at <u>https://www.wowforbusiness.com</u>.