

HOSTED VOICE

Features and User Guide



WELCOME



Welcome to Astound Hosted Voice

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

This guide provides key information on your services and features, so you can get the most out of your Astound Hosted Voice solution.



OVERVIEW



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

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

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

The applets include:

Attendant Console

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

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

Logging into Mywavephone:

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

Use your Astound phone number and password to log in.

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HOSTED VOICE Access



Phone Feature Overview



Common Phone Access Codes

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

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

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

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

MYWAVE PHONE Features



Messages and Calls

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

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

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

Contacts

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

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

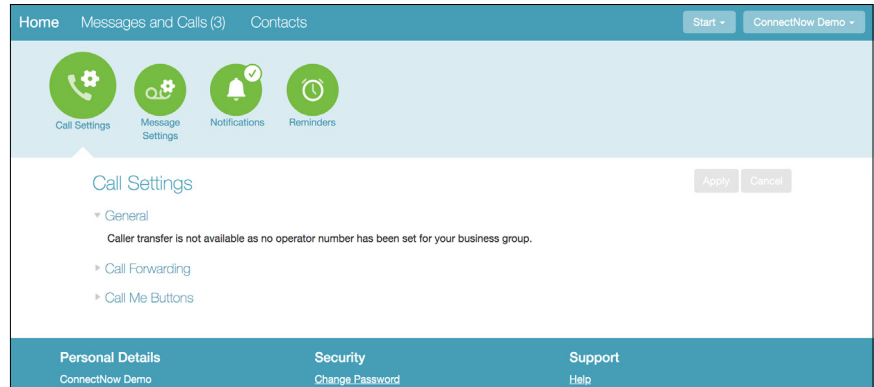
A screenshot of the 'Contacts' interface. The top navigation bar includes 'Home', 'Messages and Calls (3)', and 'Contacts'. Below the navigation, there are tabs for 'Contact List', 'Extensions', and 'Short Codes'. A 'New Contact' button is visible. The main content area shows a search bar and a welcome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

MYWAVE PHONE Features



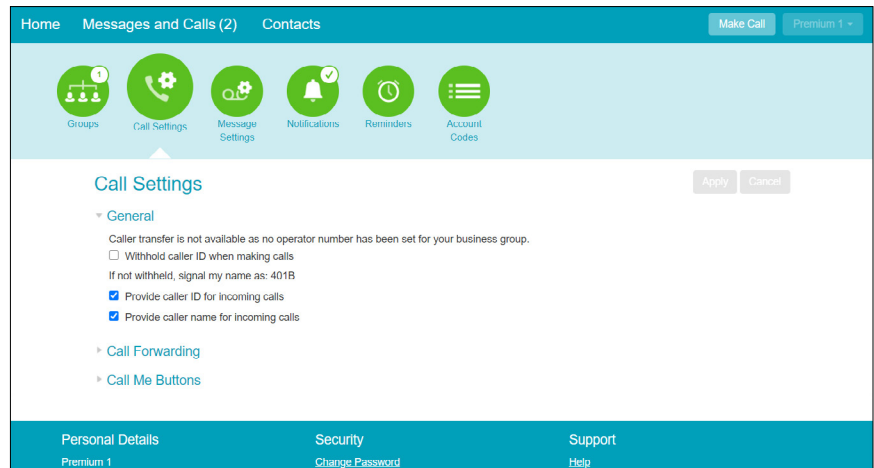
Call Settings

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



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

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



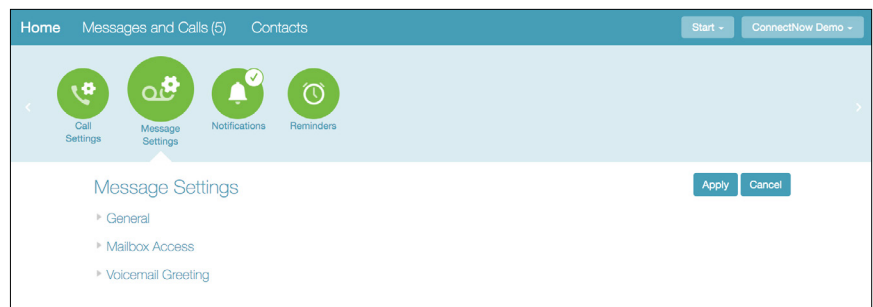
MYWAVE PHONE Features



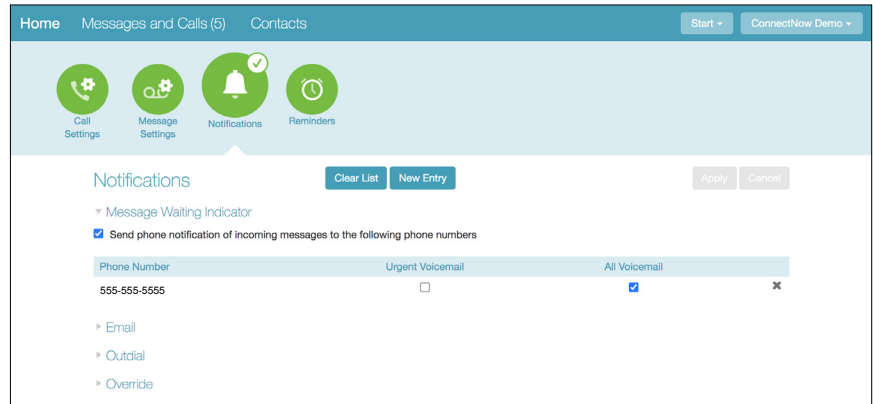
Call Settings (Continued)

Messages: Manage Voice Mail settings such as:

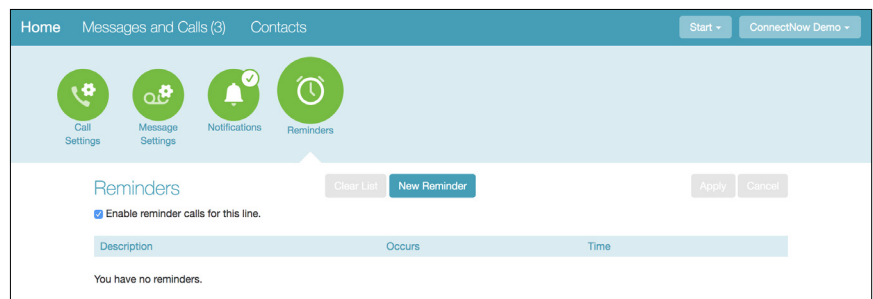
- Forward a .wav file to an email address
- Log in options and what information is played by default when listening to Voice Mail
- Record a new greeting or different greetings for when your line is busy, calls are outside normal business hours, or if they're calling from your business group.



Notifications: Where notifications should be sent:



Reminders: Where reminders should be sent:



CALLER ID Features



Caller ID Overview

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

Activation: Mywavephone

Deactivation: Mywavephone

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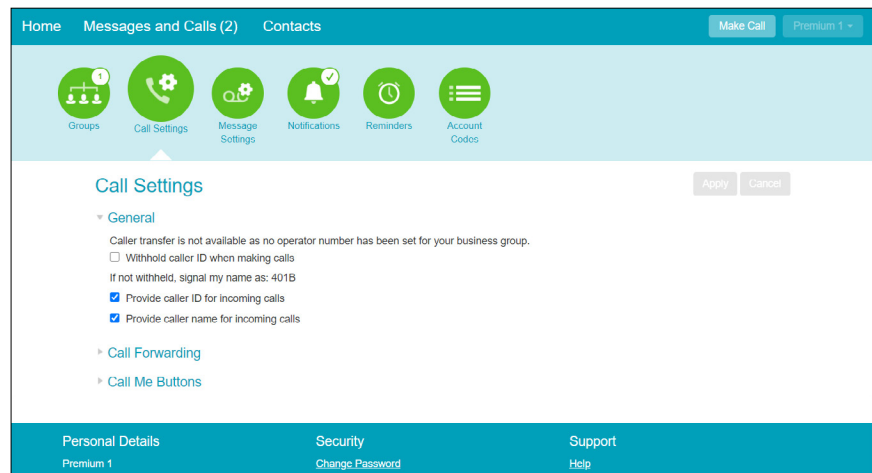
Actions in Mywavephone

Step 1: Click Call Settings option

Step 2: Click on General drop down

Step 3: Click on the appropriate option

- Withhold Caller ID when making calls
- Display caller name for incoming calls
- Display caller number for incoming calls



CALLER ID Features



Caller ID Blocking

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

.....

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

***** **8** **2** + Phone Number

.....

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

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

***** **6** **7** + Phone Number

.....

Caller ID Permanent Blocking

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

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

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

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

VOICE MAIL Features/Access



Voice Mail Access

Access from your Office Phone

1. Press any of the following buttons:

- Voice Mail** If the phone does not have a Voice Mail button press *9
- Messages** Messages and Calls > Connect
- Menu** > Features > Messages
> Message Center > Connect

2. Enter your PIN

Access your Voice Mail from an Outside Line

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

Message Playback Keys

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

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

VOICE MAIL

Features/Access



Access Voice Mail from Mywavephone

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

Messages and Calls > Message Tab

Play Button
Click to listen to audio file of VM

Messages

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

List of Voice Mails

Delete All Button
Deletes entire VM box

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

Actions Dropdown Menu

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



MYWAVE PHONE

Forwarding Features



Forwarding Destinations

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

From the Homescreen > Forwarding >

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



Forwarding on Phone

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

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

MYWAVE PHONE

Forwarding Features



Forwarding Settings in Mywavephone

1. Base Homescreen

First screen a person sees after they login.

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

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone
888-888-8888

If there is no answer

Forward to another phone after 36 seconds

Send to voicemail after 30 seconds

If your phone is busy

Forward to another phone

Send to voicemail

Advanced Settings

- Forward Selected
- Reject Selected
- Distinctive Ringtone
- Forward if Unavailable
- Anonymous Callers

Your Services

- Groups
- Call Settings
- Message Settings
- Notifications
- Reminders
- 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.

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

Phone Status

Available for Calls Apply Cancel

Available for Calls Do Not Disturb

A Account Phone
888-888-8888

If there is no answer

Forward to another phone after 36 seconds

Send to voicemail after 30 seconds

If your phone is busy

Forward to another phone

Send to voicemail

Advanced Settings

- Forward Selected
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- Forward if Unavailable
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Your Services

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MYWAVE PHONE

Forwarding Features

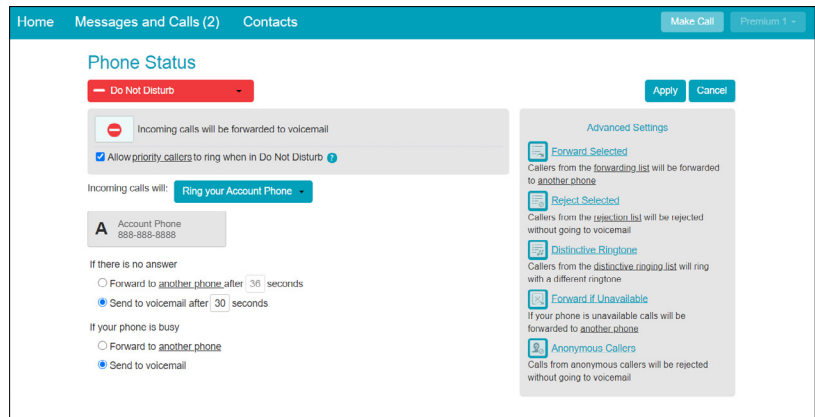


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Forwarding Settings in Mywavephone

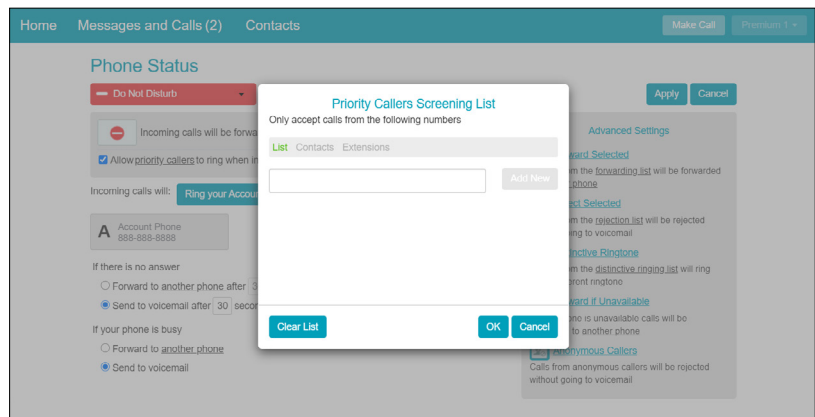
2.5 Homescreen > Available for Calls DND

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



2.6 Homescreen > Available for Calls > DND > Priority Callers

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



MYWAVE PHONE

Forwarding Features



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Forwarding Settings in Mywavephone

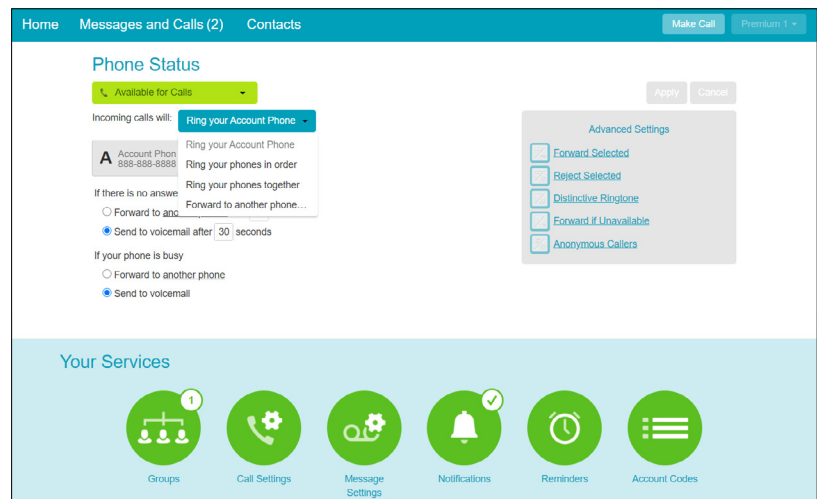
3. Homescreen > Ring Your Account Phone dropdown

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

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

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

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





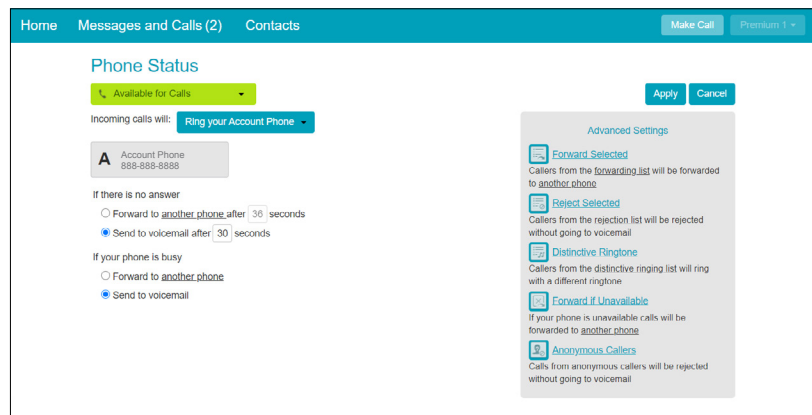
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Forwarding Settings in Mywavephone

4. Homescreen > Advanced Settings

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

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



MYWAVE PHONE

Forwarding Features

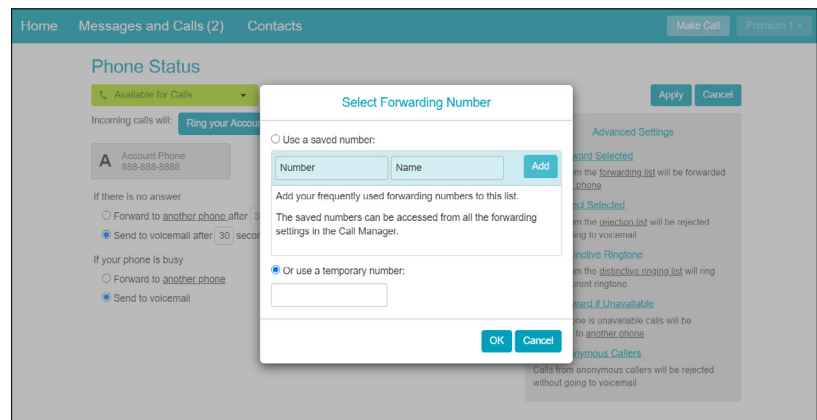


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Forwarding Settings in Mywavephone

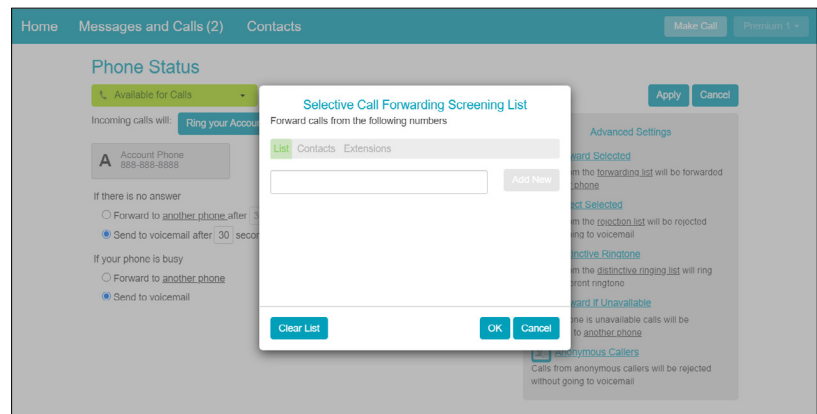
5. Homescreen Advanced Settings > Forwarded Selected > Another Phone

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



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

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



MYWAVE PHONE

Forwarding Features

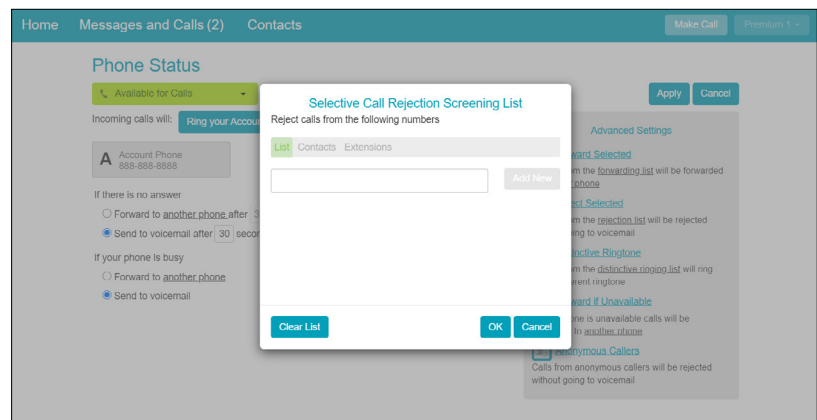


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Forwarding Settings in Mywavephone

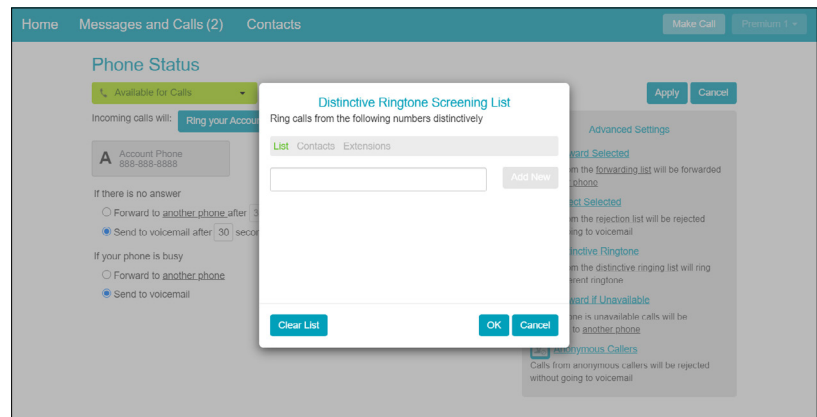
7. Homescreen > Advanced Settings > Reject Selected

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



8. Distinctive Ringtone Screening List

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



MYWAVE PHONE

Forwarding Features

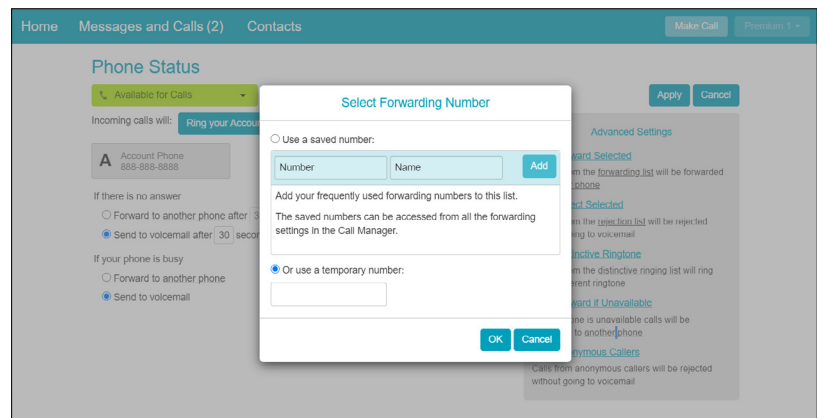


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Forwarding Settings in Mywavephone

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

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



CONTACT Features



Speed Dial

> Speed Dials > New Speed Dial

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

Type in the number to be dialed.

Press “Add”.

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

Using Speed Dial

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

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

Press “Apply”.

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

Contact List **Speed Dials** Extensions Short Codes

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

Clear List

You have no speed dials set up.

Apply Cancel

New Speed Dial

Speed Dial: 2

Number:

Add

CONTACT Features



Short Codes

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

Home Messages and Calls (4) Contacts Start ConnectNew 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
7454-5329	(888) 888-8888 - (888) 888-8888



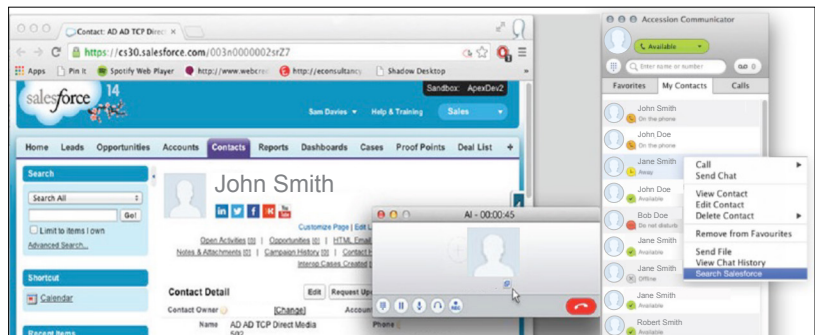
MYWAVE PHONE

Attendant Console



Attendant Console

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



Adding this Service:

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

This service comes with:

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

MYWAVE PHONE

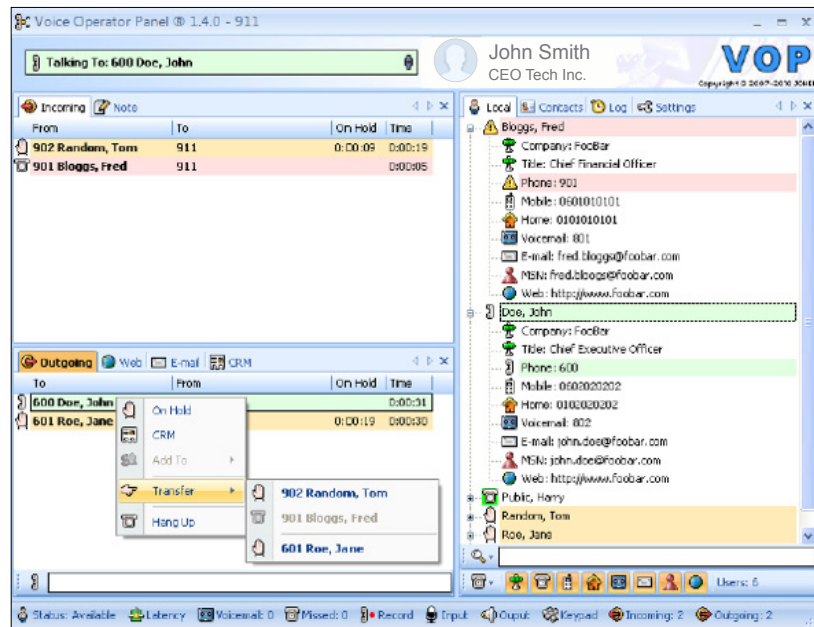
Attendant Console



Attendant Console (Continued)

Other Features Include:

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



PHONE SET Features



Call Pickup

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

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

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

***** **1** **1** or **CALL PICK-UP**

2. Ringing call will appear on the phone



Directed Call Pickup

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

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

Once setup, simply dial:

***** **1** **2**

Immediately followed by the business line extension.
The call will be picked up on your line.

PHONE SET Features



Do Not Disturb

This is a button on the phone that puts the line on standby.

Activation

DND Mywavephone * 7 8

Deactivation

DND Mywavephone * 7 9

Call Park

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

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

1. During a call, press:

* 9 5 or **CALL PARK**

2. Press **TRANSFER** (prompt will play)

3. Press **TRANSFER**

4. Pick up phone from any other phone in Business Group, dial:

* 9 7 or **CALL PARK**

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

PHONE SET Features



Three-Way Calling

1. After receiving an incoming call
2. Press **CONFERENCE**
3. Enter the number you wish to conference in
4. Press **SEND**

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

5. Third party picks up
6. Press **CONFERENCE** and all three parties are now on the line together

Note: Three way calling is not a conference bridge.



Conference Calling

1. After receiving an incoming call
2. Press **TRANSFER**

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

3. Type number to transfer
4. Press **SEND**
5. Once the third party picks up
6. Press **TRANSFER** again, this completes the transfer

CONTACT US



Have More Questions?

Please Contact Us:

astoundbusiness.com/contact/

or call: 1-833-249-2786