

Business Services

Business Line CommPortal Guide

User Guide

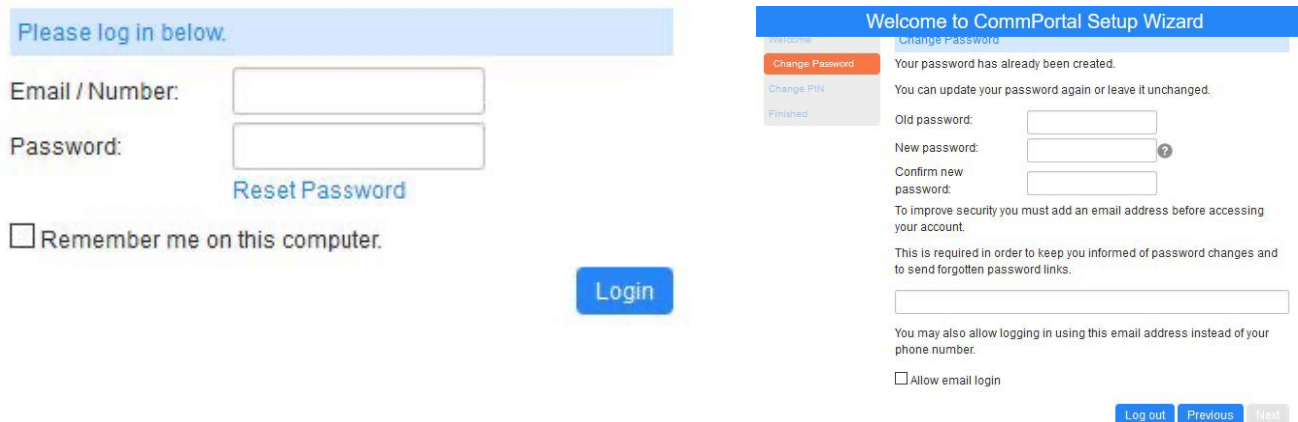
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Getting Started

When you go to the WOW! Business Voice Web Portal link (<https://voice.wowway.com/wow>), the first screen that appears is your login screen. Enter your email address or telephone number and password.

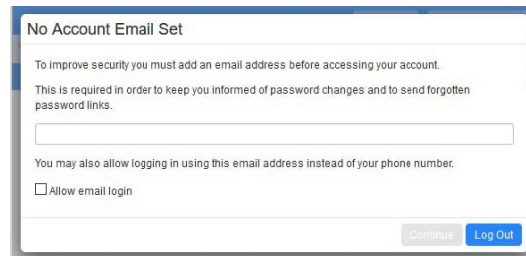
NOTE - Your initial password is provided by calling WOW! Business support at 888-969-4249 or contacting your System Administrator.



The left screenshot shows the login screen with the heading "Please log in below." It includes input fields for "Email / Number:" and "Password:", a "Reset Password" link, a checkbox for "Remember me on this computer.", and a blue "Login" button.

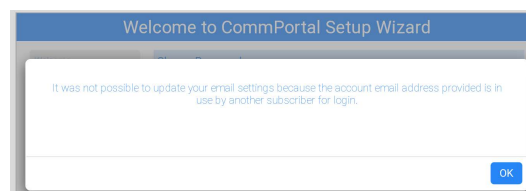
The right screenshot shows the "Welcome to CommPortal Setup Wizard" screen. It has a sidebar with "Welcome", "Change Password", "Change PIN", and "Finished". The "Change Password" section is active, showing a message: "Your password has already been created. You can update your password again or leave it unchanged." It includes fields for "Old password:", "New password:", and "Confirm new password:". Below these, it states: "To improve security you must add an email address before accessing your account. This is required in order to keep you informed of password changes and to send forgotten password links." There is an input field for the email address and a checkbox for "Allow email login". At the bottom right are buttons for "Log out", "Previous", and "Next".

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



The dialog box is titled "No Account Email Set". It contains the text: "To improve security you must add an email address before accessing your account. This is required in order to keep you informed of password changes and to send forgotten password links." Below this is an input field for the email address. It also says: "You may also allow logging in using this email address instead of your phone number." with a checkbox for "Allow email login". At the bottom right are "Continue" and "Log Out" buttons.

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.

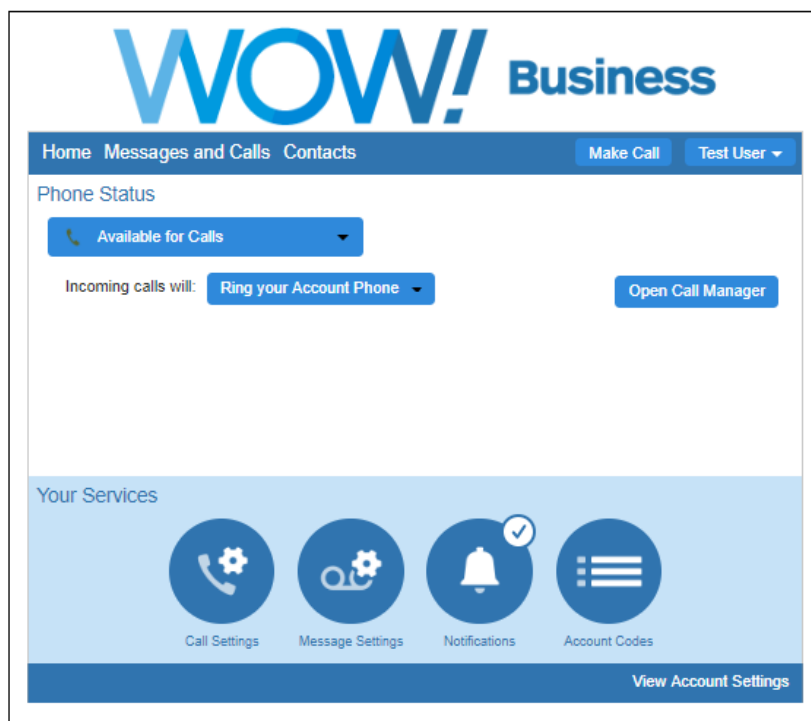


The dialog box is titled "Welcome to CommPortal Setup Wizard". It contains the message: "It was not possible to update your email settings because the account email address provided is in use by another subscriber for login." There is an "OK" button at the bottom right.

Please note: you will need to change your password. For security reasons, your new password must be 6–10 digits. 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. To change your Password see the "Account Settings" section below and the subsection "Change Your Password".

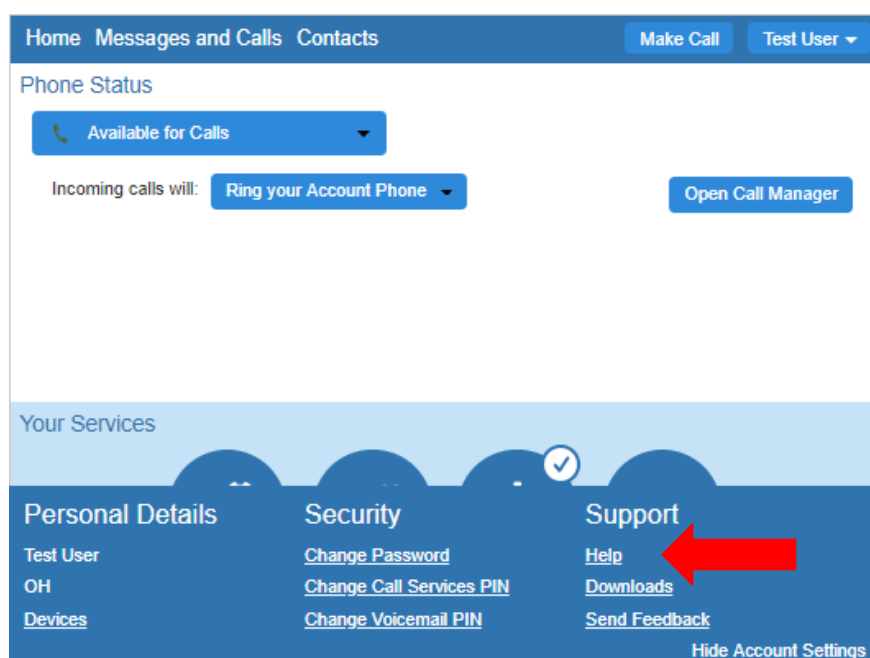
NOTE: This document shows an account with all features activated. Your actual screens may differ due to the features assigned to your account.

Home Screen

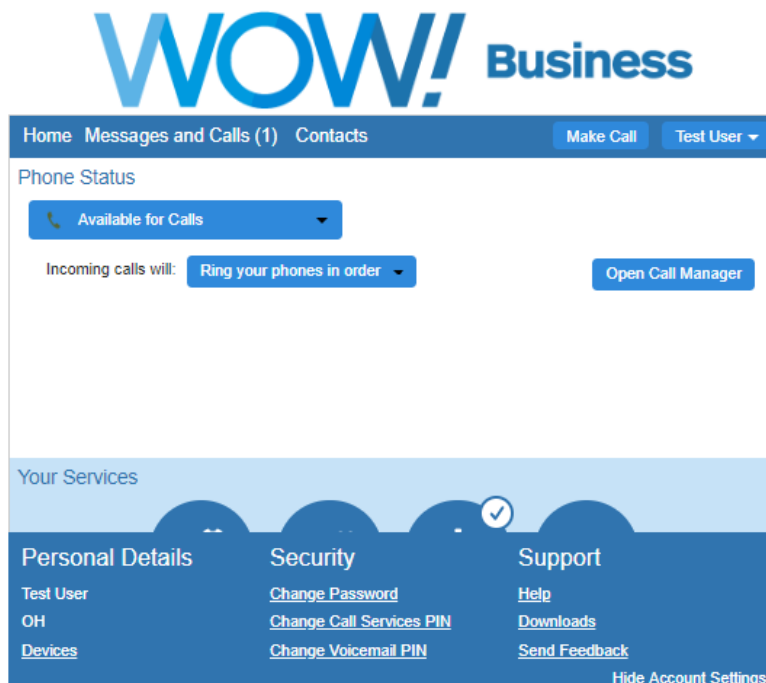


The Home Screen is the main view for the web portal. On this page you see the number of voicemails, missed calls, contacts and the Call Manager settings. You can also quickly change your status for incoming calls. For more advanced incoming call settings, see the Call Manager section of this guide.

To access help, click View Account Settings in the bottom right of the screen and then click help in the menu.



Account Settings



Account Settings are accessed by clicking the View Account Settings link in the bottom right corner on the Home Screen.

Personal Details

- Subscriber name: This is the name that is associated with your Messaging account. It is used in the "From" address when you forward a message as an email.

Security

The security page allows you to perform the following operations:

- Change Password
- Change Call Services PIN
- Change Voicemail PIN

Support

The support page allows you to access help information and send feedback on feature improvements or bugs you may encounter using CommPortal.

Change Your Password

To change your password, enter your current password, enter the new password, and then confirm it by entering it again, in the respective boxes. For security, the text will be hidden as you type. Click **Confirm** to make the change.



The screenshot shows the 'WOW! Business' interface with a 'Change Password' modal window open. The modal has three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. Each field contains a series of dots representing masked text. Below the fields are two buttons: 'Confirm' and 'Cancel'. The background shows a sidebar with 'Home', 'Messages', 'Phone Status', 'Available', and 'Incoming' options. The main area has a 'Your Services' section with icons for 'Call Settings', 'Message Settings', 'Notifications', and 'Account Codes', and a 'View Account Settings' link at the bottom right.

Password requirements:

- Must have a minimum length of 8 characters.
- A maximum length of 20 characters
- Minimum number of numeric digits: 1
- Minimum number of special characters: 1
- Minimum number of alphabet letters: 1
- Max number of times in a row a character can be repeated: 2
- Allowable special characters: !"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

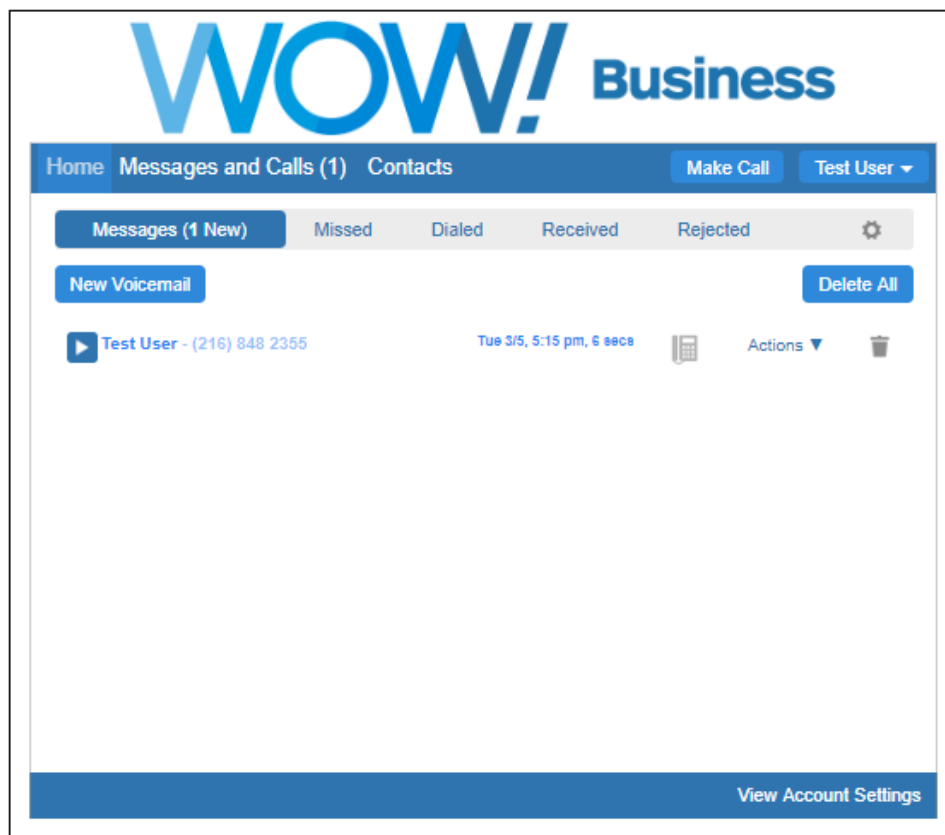
Change your Call Services PIN

To update your Call Services PIN, update the current PIN field to your chosen value and click **Change** to make the change.



Change your Voicemail PIN

To change your Voicemail PIN, update the current PIN field to your chosen value and click **Change** to make the change.

Messages and Calls



Messages

To play a message, click on the  icon to bring up the Voicemail Player. To delete the message, click on the  icon and click **Yes** to confirm.

Missed Calls

This tab lists your recent missed calls. To add an unrecognized caller to your contact list, click on the number and select "Add to contacts" from the menu.

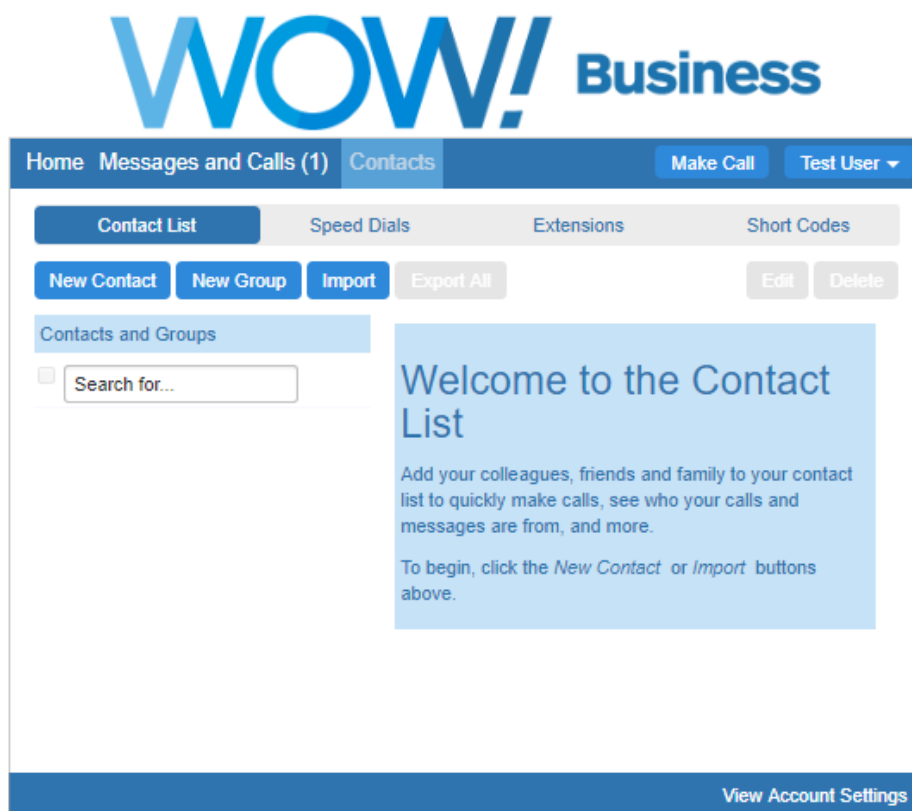
Dialed Calls

This tab lists your recent dialed calls. To add a dialed number to your contact list, click on the number and select "Add to contacts" from the menu. To go to a contact's entry in your contact list, click on their name and select "View contact" from the menu.

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, 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.

Extensions

Extensions allow you to quickly dial other numbers in your Business Group. A Business Group contains all the phone numbers provisioned to this account by WOW! Business. You can search by typing in the search box above the table. The list will be restricted to those items that match.

The screenshot displays the WOW! Business web interface. At the top, the WOW! Business logo is prominent. Below the logo is a navigation bar with links for Home, Messages and Calls (1), and Contacts. To the right of these links are buttons for Make Call and Test User. A secondary navigation bar contains tabs for Contact List, Speed Dials, Extensions (which is the active tab), and Short Codes. The main content area features a text box for searching extensions, followed by a table with the following headers: Name, Department, Telephone Number, and Extension. The table is currently empty. At the bottom right of the interface is a link to View Account Settings.

WOW! Business

Home Messages and Calls (1) Contacts Make Call Test User ▼

Contact List Speed Dials **Extensions** Short Codes

Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.

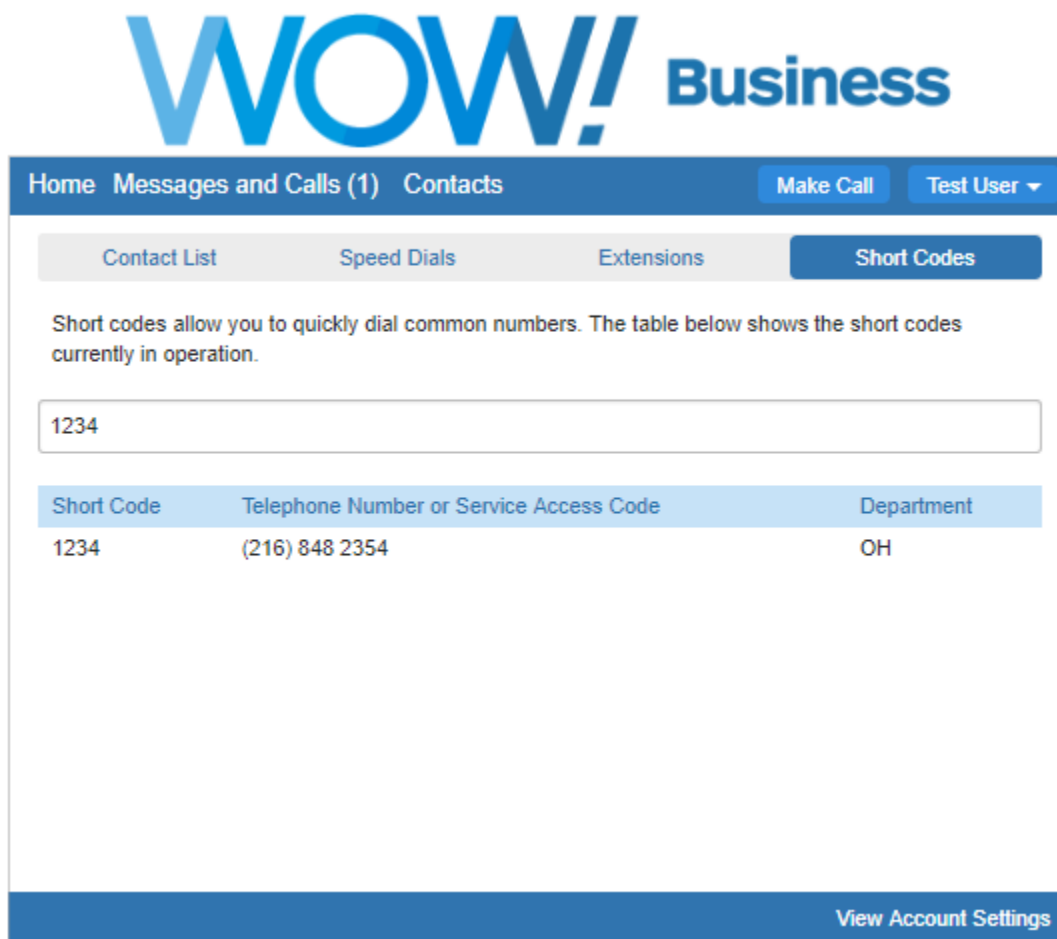
Search for..

Name	Department	Telephone Number	Extension
------	------------	------------------	-----------

View Account 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.



The screenshot shows the WOW! Business web interface. At the top is the WOW! Business logo. Below it is a navigation bar with links: Home, Messages and Calls (1), and Contacts. To the right of the navigation bar are two buttons: Make Call and Test User (with a dropdown arrow). Below the navigation bar is a sub-navigation bar with four tabs: Contact List, Speed Dials, Extensions, and Short Codes (which is highlighted). Below the tabs is a text box containing the text: "Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation." Below the text box is a search input field containing the text "1234". Below the search field is a table with three columns: Short Code, Telephone Number or Service Access Code, and Department. The table contains one row of data. At the bottom right of the interface is a button labeled View Account Settings.

Short Code	Telephone Number or Service Access Code	Department
1234	(216) 848 2354	OH

Call Manager

Call Manager is accessed by clicking on the Open Call Manager button on the Home Screen.

The screenshot shows the 'WOW! Business' interface for 'Call Manager'. At the top, there's a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. To the right are 'Make Call' and 'Test User' buttons. The main section is titled 'Phone Status'. It features a dropdown menu set to 'Available for Calls' with 'Apply' and 'Cancel' buttons. Below this, 'Incoming calls will:' is set to 'Ring your Account Phone'. A box displays 'A Account Phone (216) 848 2355'. Under 'If there is no answer', there are two options: 'Forward to another phone after 36 seconds' (unselected) and 'Send to voicemail after 24 seconds' (selected). Under 'If your phone is busy', there are two options: 'Forward to another phone' (unselected) and 'Send to voicemail' (selected). On the right, an 'Advanced Settings' panel lists: 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. A 'View Account Settings' button is at the bottom right.

Call Manager allows you to change your status between:

- **Available**
- **Do Not Disturb** which will send all your calls immediately to Voicemail.

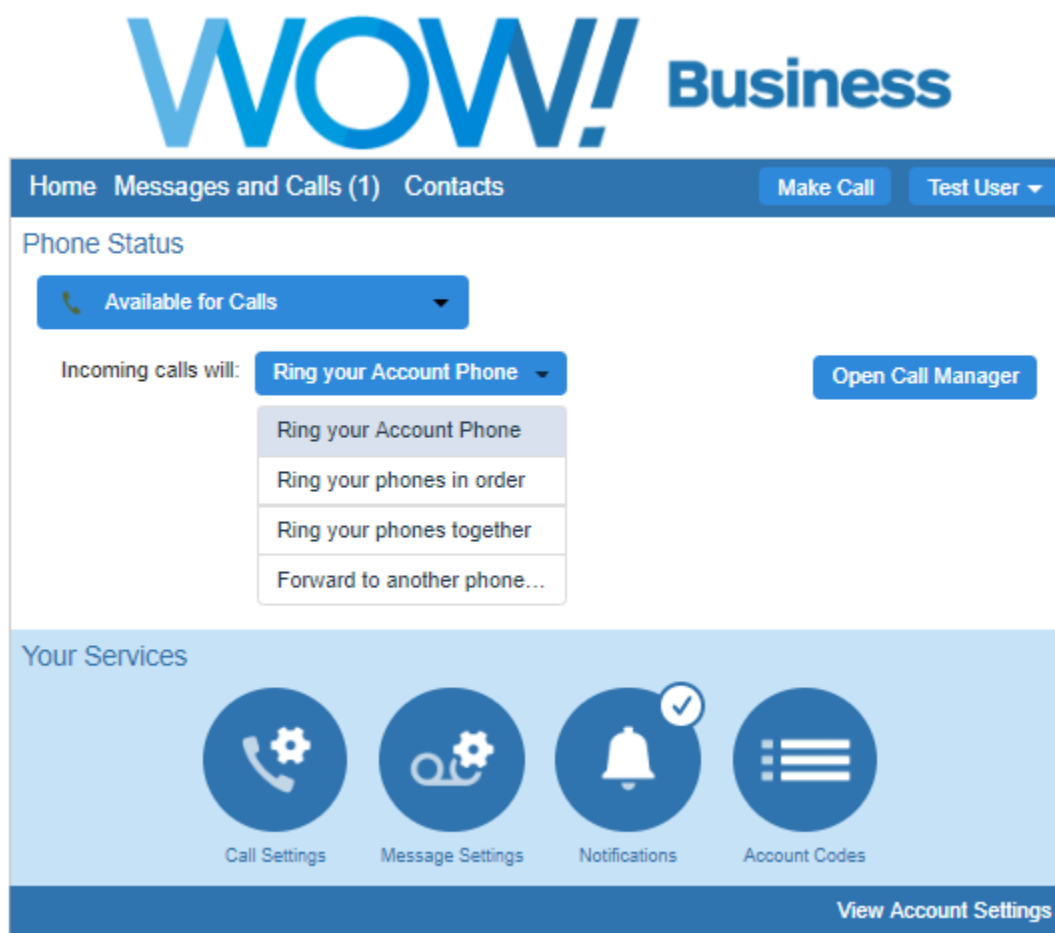
You can also define how different callers can reach you depending on whether they are:

- **Anonymous callers**
- **Priority contacts**
- **Unwanted - Barred contacts**

Status: Available

This is your default status. Incoming calls will ring to your phone. You can also choose to:

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



Normal Callers



The screenshot shows the 'Phone Status' settings page in the WOW! Business interface. At the top, there's a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. To the right are 'Make Call' and 'Test User' buttons. The main title is 'Phone Status'. Below it, a dropdown menu is set to 'Available for Calls'. To the right are 'Apply' and 'Cancel' buttons. Under 'Incoming calls will:', a dropdown is set to 'Ring your phones together'. Below this is a list of phone numbers, with the first one being 'A Account Phone' and a '+' symbol to add more. The 'If there is no answer' section has two radio buttons: 'Forward to another phone after 36 seconds' (unselected) and 'Send to voicemail after 24 seconds' (selected). The 'If your phone is busy' section has two radio buttons: 'Forward to another phone' (unselected) and 'Send to voicemail' (selected). On the right, an 'Advanced Settings' panel is visible with links for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. At the bottom right is a 'View Account Settings' link.

Ring my phones at the same time

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. Be sure to add a "9" before the number if your service has been set up to require a 9 for an outside line. Also add a "1" after the "9" if the number added is considered to be "Long Distance" from your calling area.
3. In the **Select Forwarding Number** window, enter additional names and numbers in the boxes provided. Click X to delete any that you no longer want.
4. Click **OK**.
5. Click **Apply** to save changes.



The screenshot shows the 'Phone Status' settings page in the WOW! Business interface. At the top, there's a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. Below this, the 'Phone Status' title is followed by a dropdown menu set to 'Available for Calls' and 'Apply'/'Cancel' buttons. The 'Incoming calls will:' section is set to 'Ring your Account Phone'. A box displays 'Account Phone (216) 848 2355'. Under 'If there is no answer', there are two radio buttons: 'Forward to another phone after 36 seconds' (selected) and 'Send to voicemail after 24 seconds'. Under 'If your phone is busy', there are two radio buttons: 'Forward to another phone' (selected) and 'Send to voicemail'. An 'Advanced Settings' panel on the right includes links for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. A 'View Account Settings' link is at the bottom right.

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.



The screenshot shows the 'Phone Status' settings page in the WOW! Business interface. At the top, there is a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. On the right of the bar are 'Make Call' and 'Test User' buttons. The main title is 'Phone Status'. Below it, there is a dropdown menu set to 'Available for Calls' with 'Apply' and 'Cancel' buttons. Under 'Incoming calls will:', there is a dropdown menu set to 'Ring your Account Phone'. A box displays 'A Account Phone (216) 848 2355'. The 'If there is no answer' section has two radio buttons: 'Forward to another phone after 36 seconds' (unselected) and 'Send to voicemail after 24 seconds' (selected). The 'If your phone is busy' section has two radio buttons: 'Forward to another phone' (unselected) and 'Send to voicemail' (selected). An 'Advanced Settings' panel on the right contains links for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. At the bottom right is a 'View Account Settings' link.

Send to voicemail

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.

Advanced Settings

Anonymous Callers



WOW! Business

Back Messages and Calls (1) Contacts Make Call Test User

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone
(216) 848 2355

If there is no answer

☐ Forward to another phone after 36 seconds

☒ Send to voicemail after 24 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**
Calls from anonymous callers will be rejected without going to voicemail

View Account Settings

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



WOW! Business

< Back Messages and Calls (1) Contacts Make Call Test User

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone
(216) 848 2355

If there is no answer

☐ Forward to another phone after 36 seconds

☒ Send to voicemail after 24 seconds

If your phone is busy


☐ Forward to another phone

☒ Send to voicemail

Advanced Settings

 [Forward Selected](#)

 [Reject Selected](#)

 [Distinctive Ringtone](#)
Callers from the distinctive ringing list will ring with a different ringtone

 [Forward if Unavailable](#)

 [Anonymous Callers](#)

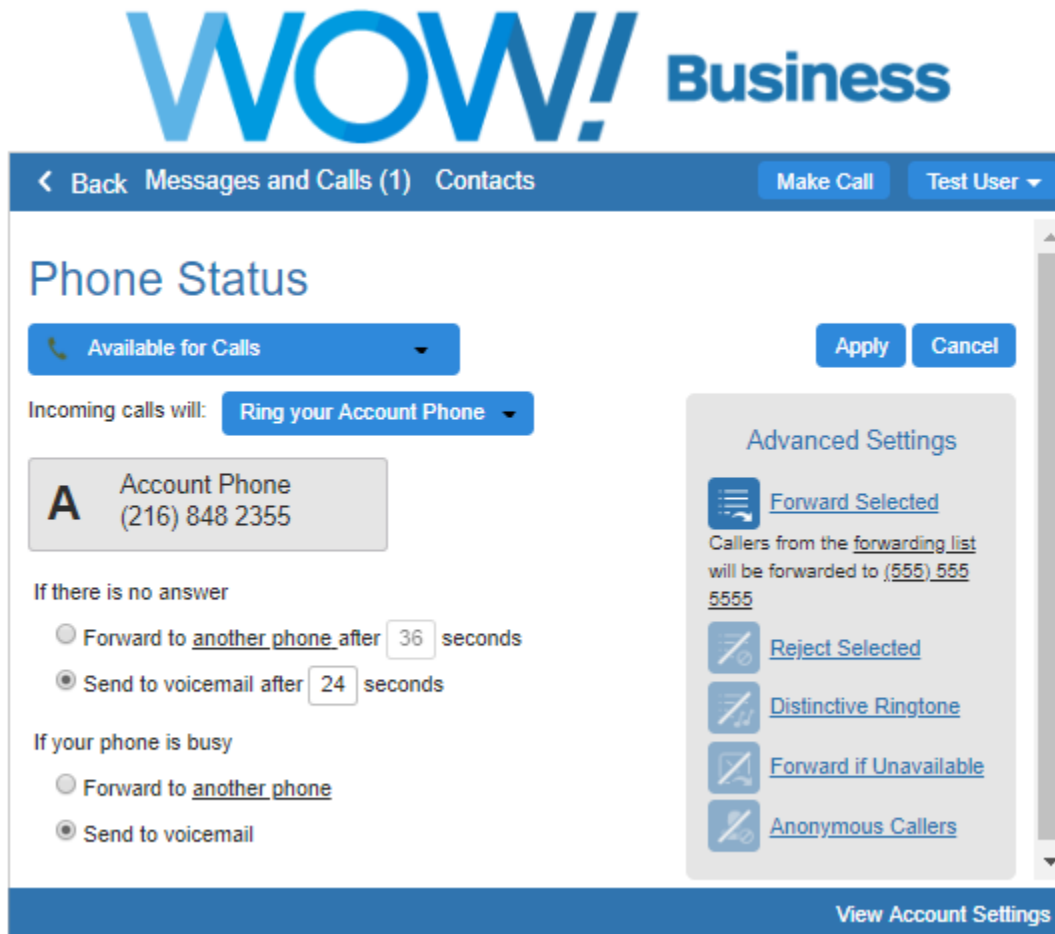
View Account Settings

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 distinctive ringing 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.

Selective Forwarding



WOW! Business

Back Messages and Calls (1) Contacts Make Call Test User

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone (216) 848 2355




If there is no answer

- ☐ Forward to another phone after 36 seconds
- ☒ Send to voicemail after 24 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 (555) 555 5555
-  [Reject Selected](#)
-  [Distinctive Ringtone](#)
-  [Forward if Unavailable](#)
-  [Anonymous Callers](#)

View Account Settings

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 forwarding 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 the "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



WOW! Business

Back Messages and Calls (1) Contacts Make Call Test User

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone (216) 848 2355

If there is no answer

☐ Forward to another phone after 36 seconds

☒ Send to voicemail after 24 seconds

If your phone is busy

☐ Forward to another phone

☒ Send to voicemail

Advanced Settings

☒ [Forward Selected](#)

☒ [Reject Selected](#)
Callers from the [rejection list](#) will be rejected without going to voicemail

☐ [Distinctive Ringtone](#)

☐ [Forward if Unavailable](#)

☐ [Anonymous Callers](#)

View Account Settings

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 [rejection 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.

Find Me Follow Me



WOW! Business

< Back Messages and Calls (1) Contacts Make Call Test User

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your phones in order ?

Add phones here

If there is no answer

☐ Forward to another phone after 36 seconds
☒ Send to voicemail after 24 seconds

If your phone is busy

☐ Forward to another phone
☒ Send to voicemail

Advanced Settings

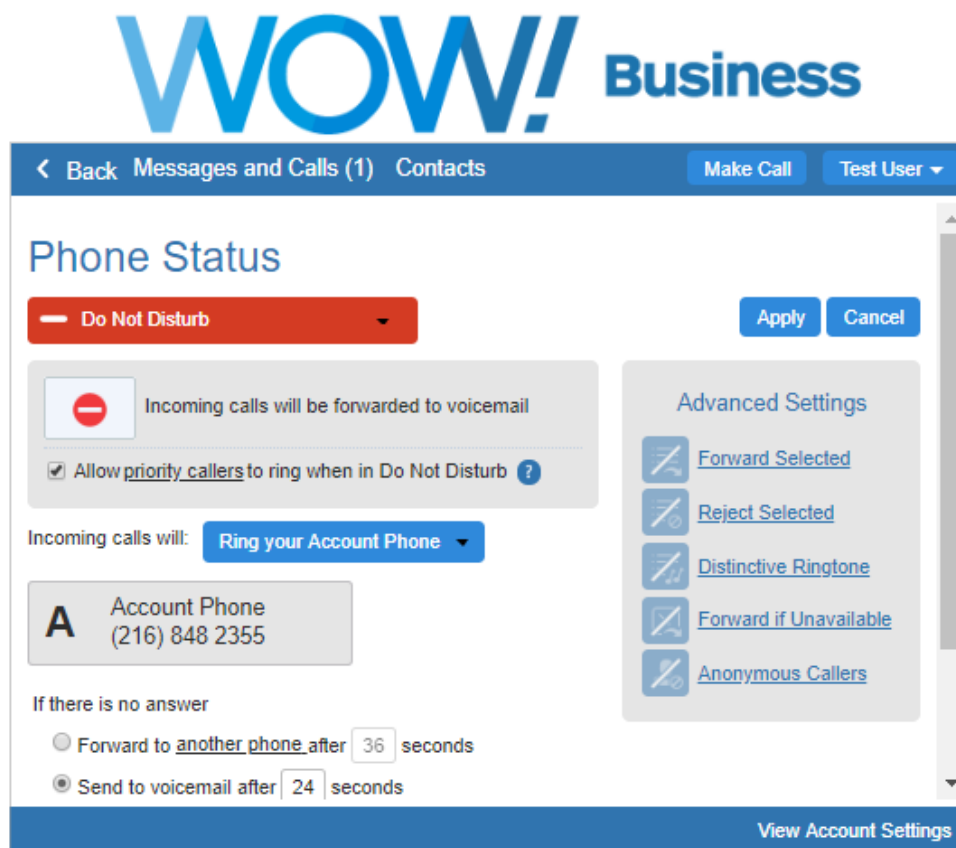
- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Forward if Unavailable](#)
- [Anonymous Callers](#)

View Account Settings

You can choose to have calls attempt to reach several different numbers in sequence.

1. Select the **Ring your phones in order** option from the Incoming Call drop down box.
2. Click on the **Add phones here** box to select the order in which the phones will ring.
3. Enter a 10-digit phone number and name for the line, and then click on **Add**.
4. Click **OK**.
5. Add additional numbers by clicking the + box.
6. Adjust ring timers.
7. Click **Apply** to save changes.

Status: Do Not Disturb



The screenshot shows the 'Phone Status' configuration page for WOW! Business. At the top, there's a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. To the right are 'Make Call' and 'Test User' buttons. The main title is 'Phone Status'. Below it, a red dropdown menu is set to 'Do Not Disturb'. To the right of this are 'Apply' and 'Cancel' buttons. A section below shows a red 'Do Not Disturb' icon and the text 'Incoming calls will be forwarded to voicemail'. There is a checked checkbox for 'Allow priority callers to ring when in Do Not Disturb'. Below this, a dropdown for 'Incoming calls will:' is set to 'Ring your Account Phone'. A box displays 'Account Phone (216) 848 2355'. Under 'If there is no answer', there are two radio button options: 'Forward to another phone after 36 seconds' and 'Send to voicemail after 24 seconds'. On the right, an 'Advanced Settings' panel lists links for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. At the bottom right is a 'View Account Settings' link.

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.

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.

Status: Forward All Calls




WOW! Business

← Back Messages and Calls (1) Contacts Make Call Test User ▾

Phone Status

[Available for Calls](#) ▾ [Apply](#) [Cancel](#)

Incoming calls will: [Forward to another phone...](#) ▾

 Incoming calls will be forwarded to [User cellphone](#)

☐ Notify me when calls are forwarded ?

If there is no answer

☐ Forward to [another phone](#) after seconds
☒ Send to voicemail after seconds

If your phone is busy

☐ Forward to [another phone](#)

Advanced Settings

- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Forward if Unavailable](#)
- [Anonymous Callers](#)

[View Account Settings](#)

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.

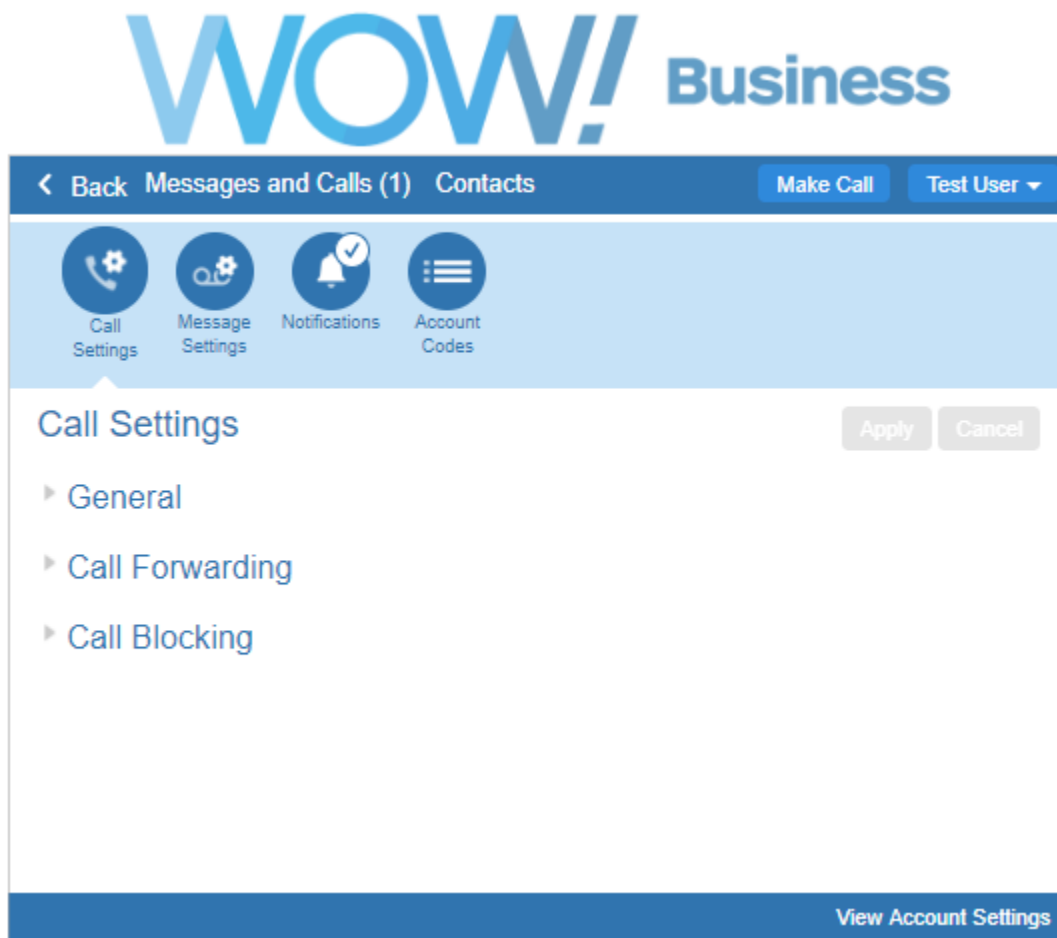
Your Services

The options presented will reflect the services that you have subscribed to. No changes that you make on these pages will be applied until you press the Apply button.



Call Settings

Clicking the Call Settings button will provide access to a number of settings that you are unlikely to need to change on a regular basis.



General: This provides you with options to manage inbound and outbound Caller ID.

Call Forwarding: This provides you with options to be prompted for a forwarding number when forwarding is turned on using an access code.

Call Blocking: This provides you with options for blocking the line from making specific types of calls.

Message Settings

General

You can select to forward all your received voicemails to the email account you enter. When doing this forwarding, you have the choice of leaving the messages so you can still access them here, or deleting them. Should you check the box for "Leave Original in Inbox", your voicemail box may become full and you will need to manually delete some messages before you receive any additional voice mail messages. The best practice is to not check this box.

The screenshot displays the 'WOW! Business' interface for 'Message Settings'. At the top, there's a navigation bar with 'Back', 'Messages and Calls (1)', and 'Contacts'. To the right are 'Make Call' and 'Test User' buttons. Below this is a row of icons for 'Call Settings', 'Message Settings' (which is highlighted), 'Notifications', and 'Account Codes'. The main content area is titled 'Message Settings' and includes 'Apply' and 'Cancel' buttons. Under the 'General' section, there is a checkbox for 'Forward messages as emails'. Below this, it says 'Forward to:' followed by a link 'add an email address'. There is also a checkbox for 'Leave original in Inbox'. Further down are sections for 'Mailbox Access' and 'Voicemail Greeting'. At the bottom right, there is a link to 'View Account Settings'.

WOW! Business

< Back Messages and Calls (1) Contacts Make Call Test User

Call Settings Message Settings Notifications Account Codes

Message Settings Apply Cancel

▼ General

☐ Forward messages as emails

Forward to:

[add an email address](#)

☐ Leave original in Inbox

► Mailbox Access

▼ Voicemail Greeting

View Account Settings

Mailbox Access

These settings allow you to customize your experience when accessing your mailbox via the telephone.



- **Fast Login.** Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However, if Fast Login is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN.
- **Skip PIN.** If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.
- **Auto-Play Voicemail.** If auto-play is enabled, then when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.
- **Voicemail Playback.** When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.

Voicemail Greeting

The Voicemail Greeting options allow 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.



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 different 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 popup. 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 when 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

A number of controls are provided for recording your message.

-  Starts recording. This will overwrite any message you have previously recorded.
-  Stops recording the message.
-  Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.
-  Stops playing the message.
-  This control allows you to adjust the gain of your microphone. Click and then adjust the slider  to set the required volume level. While recording, the  lights above this control will show how loud the signal is from your microphone. If the gain is set correctly then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low and your message will be too quiet. If red lights appear then the gain is set too high and your message will be distorted.
-  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 if 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.
- Try re-recording the message, and as you are recording, watch the ●●●●●●●● lights on the player.
 - If no lights appear, or only one or two appear, then check the following.



Increase the gain of your microphone by clicking  and moving the gain control  nearer to the top end.

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  nearer to the bottom.

Notifications

Message Waiting Indicator

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.

If the  shows, these notifications are enabled. Clicking this will switch between the  enabled and disabled  states.

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

Pager


If this is part of your service, this feature enables you to configure the voicemail system to page you when you receive a new message. You can choose whether you want to be paged every time you receive a message, or only when you receive a certain type of message, for example, an urgent voicemail.

If the  shows, pager notifications are enabled. Clicking this will switch between the  enabled and disabled  states.

If you wish, you can prevent pager notifications being generated at certain times, or on certain days by **configuring a notification schedule**.

To configure a new pager to receive notifications, press the **New Entry** button. You will then need to configure information about your pager, and the type of notifications you want to be generated.

First you must configure whether you use a *telephone* or *email* pager gateway. If people page you by sending an email then you should select **email**. Otherwise you should select **telephone**.

Once you've configured your new pager, press **Add** to add it to your notification list, and return to the main configuration screen. **Note:** your new configuration will not actually be saved until you subsequently click the **Apply** button to commit your changes. To remove a pager from your notification list, press the  icon.

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

Outdial

If this is part of your service, this feature enables you to configure the voicemail system to call you whenever you receive a new message. You can choose whether you want to be called every time you receive a message, or only when you receive a certain type of message, for example, an urgent voicemail.

If the ☒ shows, outdial notifications are enabled. Clicking this will switch between the ☒ enabled and ☐ disabled states. If you wish, you can prevent outdial notifications being generated at certain times, or on certain days by **configuring a notification schedule**.

To configure outdial notifications – enable the service by clicking ☐ to make it ☒

- Enter the phone number you wish to be called on when a new message is received.
- Select which types of messages you wish to be notified about.
- If you want to be notified immediately, select **Immediate** in the **Delay for normal messages** or **Delay for urgent messages** dropdown.
- If you only want to be notified after a delay, select the delay in hours in this dropdown.

You can also choose how many times you wish to be called for each new message.

- If you want to just be called once, set Number of outdial retry attempts to zero.
- If you want to be called repeatedly until either you answer the call or until you have actually read the new message.
- Select either Stop retries when you answer the call or Stop retries only when the message has been read.
- Configure the maximum number of times you want the call to be retried.
- Configure how long you want the system to wait between retries.


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

Override

If this is part of your service, this feature enables you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal. Or, if you are normally notified by outdial, you might prefer to be notified by pager instead.

To override your normal notifications, enable the service by clicking ☐ to make it ☒.

If you wish, configure a notification schedule, so that notifications are only generated at certain times or on certain days.

- Choose whether you want to be notified by pager or outdial.
- Specify when your notifications should reset back to normal by clicking the  icon and choosing from the calendar, or by typing in the month, day and year fields.
- Configure your pager notification or outdial notification as usual in the fields in this view.

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

Group Mailbox

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  icon. *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 configure fax forwarding to an e-mail account, go to the Settings tab, then select Messages. Click on “add an email address” to define that e-mail address that you would like your faxes forwarded to.

Optionally, you may choose to have your faxes delivered to your messaging in-box 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  or  icon, and select Save Target As... or Save Link As...
- To download a free PDF reader, click [here](#).

Manage your faxes

- To delete a fax, press  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".

Dialer



CommPortal includes a dialer function to allow users to dial using the application. It can be accessed by pressing the “Make Call” button next to your phone number.

The CommPortal dialer will initiate a call from your phone by default. You can also choose to have the dialer initiate a call from another phone. Within the dialer, simply click on the “Change” link, then, “Enter a New Number.” When complete, click “Dial” to begin your call.

NOTE: Regardless of the number used, the outbound caller ID will still appear as your primary phone number.

Additional Support

Additional user guides and tutorials to assist you with your WOW! Business services can be found at wowforbusiness.com/support.