

BUSINESS PHONE

WITH CALL MANAGER

Features and User Guide



Astound
Business Solutions
Powered by **RCN** | **GRANDE** | **wave**

WELCOME



Welcome to **Astound Business Phone with Call Manager**

Thank you for choosing Business Phone with Call Manager as your new telephone system. By partnering with Astound Business Solutions, you now have access to an advanced phone system with the innovative calling and collaboration features you need to help you work more efficiently and to increase productivity.

Please take a minute to review this guide. It will provide you with the information you need to get the most out of your service.



OVERVIEW



With productivity enhancing tools and an easy-to-use Web-based application to control and manage phone features and calls, Astound Business Phone with Call Manager is the perfect solution to help businesses stay better connected with customers, suppliers and employees. Please refer to the table of contents for quick reference to the available features.

You can customize and manage your phone's calling features and voicemail via the web portal:

<https://voice.myastoundphone.net>



This manual is a general overview 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 Myastoundphone:

Go to: <https://voice.myastoundphone.net>

Use your Astound phone number and password to log in.

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BUSINESS PHONE WITH CALL MANAGER

Access Codes



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 Business Phone with Call Manager Web Portal, listen to voice mail, configure personal chat settings, transfer calls and activate frequently used shortcuts to maximize your service.

Common Phone Access Codes

Feature	Activate	Deactivate	Results
Unconditional Call Forwarding	* 72	* 73	To forward calls immediately dial * 72 plus the number you want to forward calls to to Activate. Dial * 73 to Deactivate.
Busy Call Forwarding	* 90	* 91	Forward calls if your line is busy.
Call Pickup	* 11		To pick up an incoming call to any line within a pre-defined pickup group, dial * 11. The oldest incoming call within the group will be picked up on your line.
Directed Pickup (no barge-in)	* 12		To pick up an incoming call to a specific line within your Business Group, dial * 12 immediately followed by the extension of the Business Group line. The call will be picked up on your line.
Caller ID	* 65	* 85	Displays incoming caller's name and number.

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**BUSINESS PHONE
WITH CALL MANAGER**

Access Codes



(Continued)

Common Phone Access Codes

Feature	Activate	Deactivate	Results
Automatic Recall	* 69	* 89	To return the call instantly without hearing the number first, dial *69. To cancel all outstanding AR attempts, dial *89.
Automatic Callback	* 66	* 86	To automatically callback the last outgoing call, dial *66. To cancel all outstanding callback attempts, dial *86.
Caller ID Block	* 67		Dial *67, then the outbound number. This blocks your name and number on single outgoing calls.
Anonymous Call Rejection	* 77	* 87	This service automatically rejects all calls for which the caller has withheld the calling number.
Do Not Disturb	* 78	* 79	Allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that you are not currently accepting calls.
Voicemail	* 98		Access your voicemail by dialing *98 from the Astound line.

BUSINESS PHONE WITH CALL MANAGER

Access



Astound Portal Homescreen

The Homescreen gives quick access to the most frequently used options such as:

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

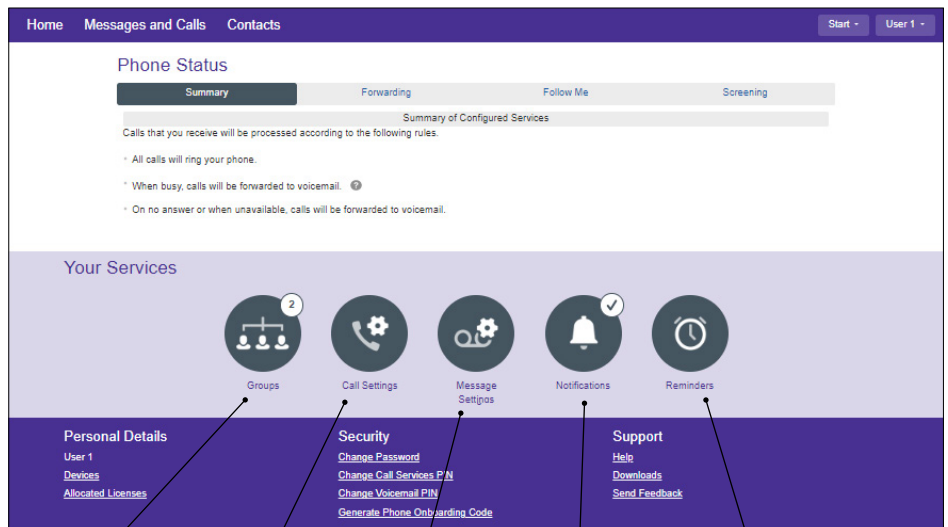
Logging into your Astound Web Portal

Step 1: Ask your administrator for your initial password

Step 2: Enter this URL in browser:

<https://voice.myastoundphone.net>

Step 3: At login screen, enter your 10-digit phone number and Astound password



Groups
Members of the same work team or department

Call Settings
Set general call features like Call Forwarding, Call Blocking

Message Settings
Set up voice mail general information, call greetings, and mailbox access

Notifications
Establish how to get notified of voice mails

Reminders
Enable reminders for your phone number

ASTOUND PHONE Installation



Installation

Download the Astound Phone app for your desktop.
Access the web portal to download the app.

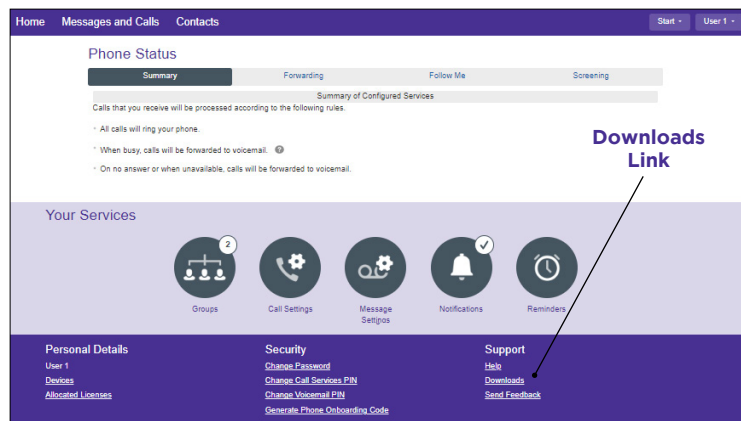
1. Download through voice.myastoundphone.net:

Go to <https://voice.myastoundphone.net> and log into your account using your phone number and password credentials.

Go to the bottom right and click Downloads.

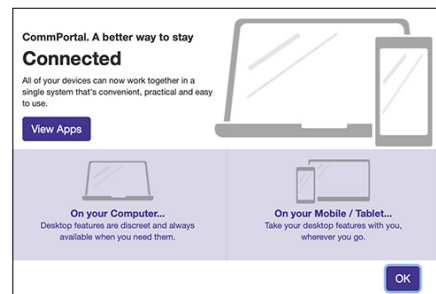
* Your Business Phone with Call Manager must have the Astound Phone Desktop/Mobile client enabled for use. Please contact your administrator or Astound if you need assistance.

Note: Astound Phone is an add-on feature and does not come standard.



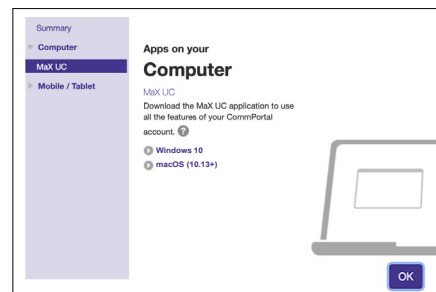
For Desktop and Laptop Computers:

Click on "On your Computer" in the Download Dialog box.



Select the appropriate Computer OS System. When prompted, save the file, then find the file in the download folder and open it to begin the installation process.

Follow the on-screen instructions to install the Astound Phone app.



ASTOUND PHONE

Installation

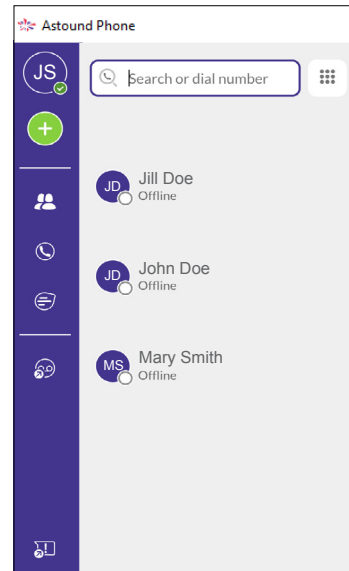
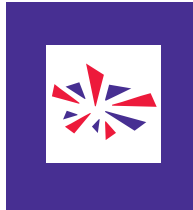


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Installation

When prompted, save the file, then find the file in the download folder and open it to begin the installation process. Follow the on-screen instructions to install the Astound Phone applet.

Once installed, launch the Astound Phone app.



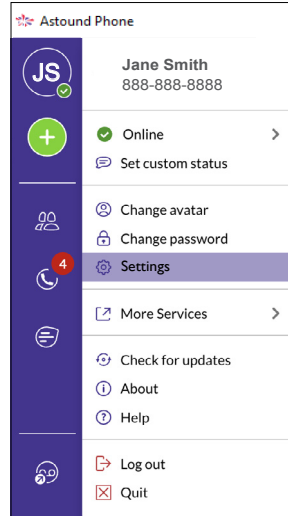
ASTOUND PHONE Options



Astound Phone Options

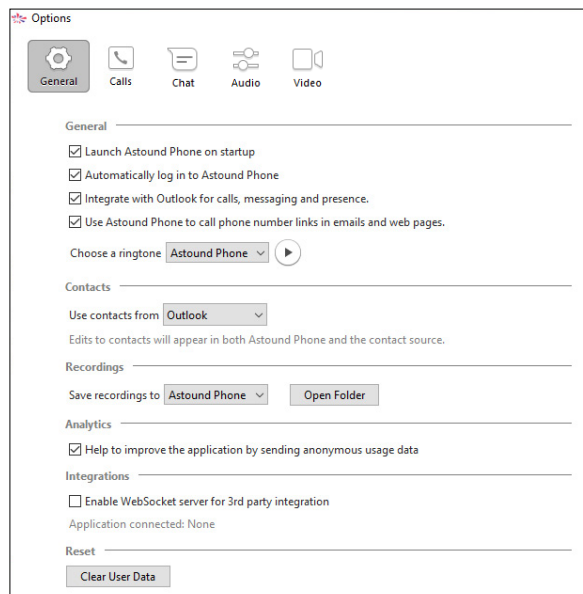
You can personalize your Astound Phone to meet your needs through the many features in the Options window.

To get to the Options window, click on your initials or avatar in the top left, then Settings, when the drop down panel appears. The Options window will open up.



• General Settings

- Phone Options
- Choose ringtone
- Manage contacts
- Stored Recordings Destination
- Provide Feedback



ASTOUND PHONE

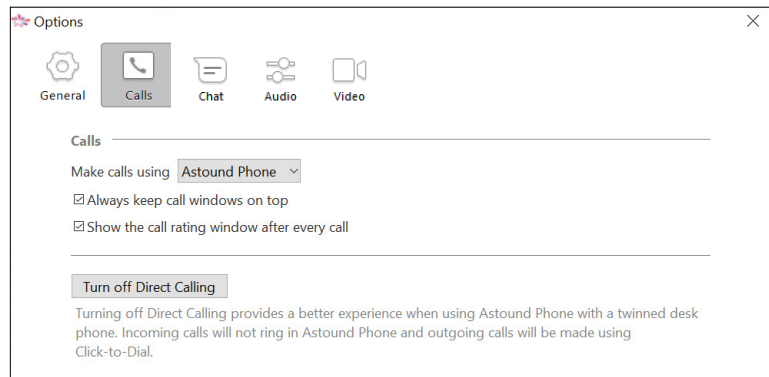
Options



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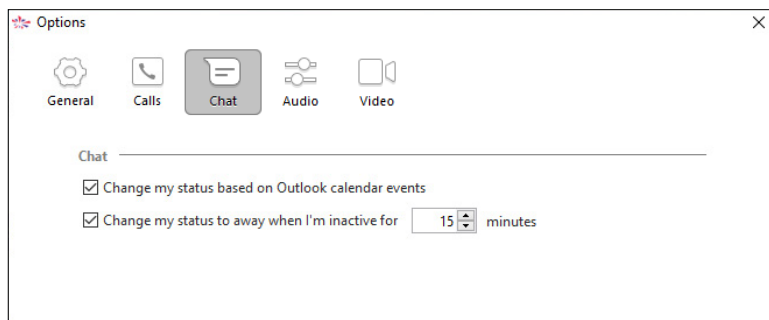
• Calls

- How calls are made
- Direct call options



• Chat

- Create defaults for the Chat window, presence and use



ASTOUND PHONE

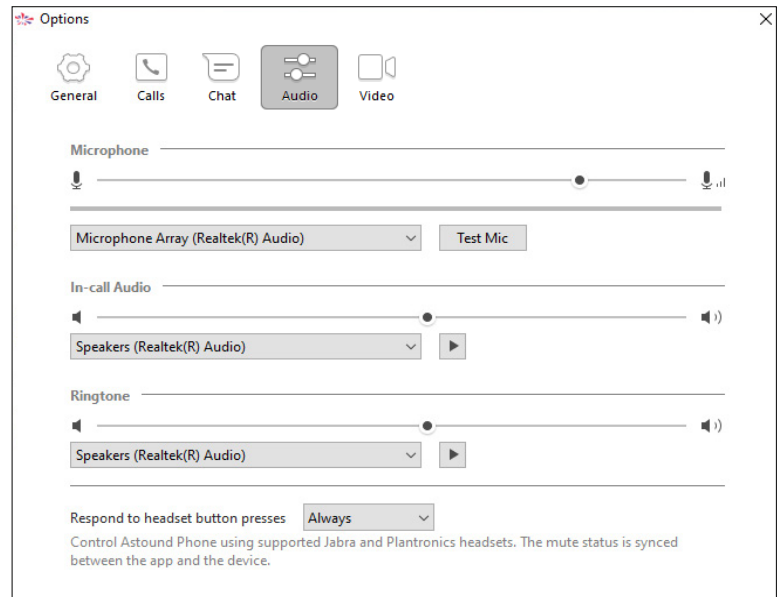
Options



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• Audio

- Microphone levels
- In call audio levels
- Notifications



BUSINESS PHONE WITH CALL MANAGER

Features



Home

The summary tab provides a description of how calls you receive will be handled, taking into account the settings for all of your incoming call services and any interactions between them.

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

BUSINESS PHONE WITH CALL MANAGER

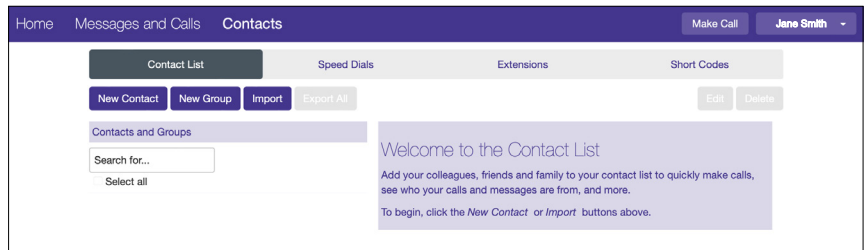
Features



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)



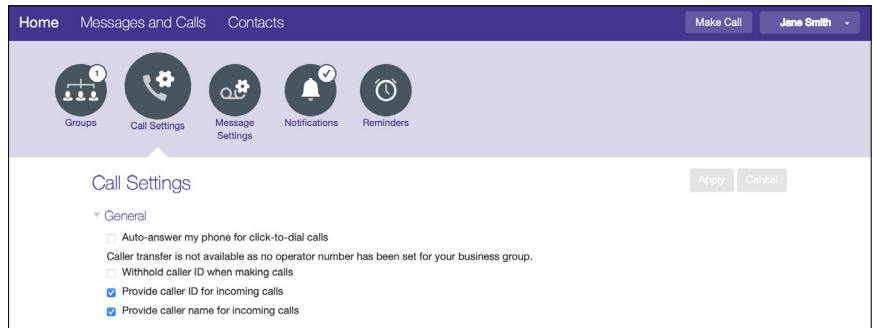
BUSINESS PHONE WITH CALL MANAGER

Features

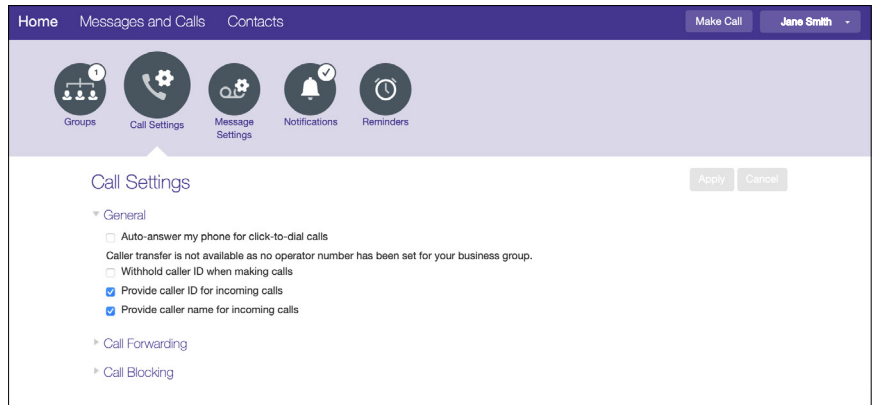


Call Settings

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



General: This section has options for Caller ID, Call Forwarding and Call Blocking.



BUSINESS PHONE WITH CALL MANAGER

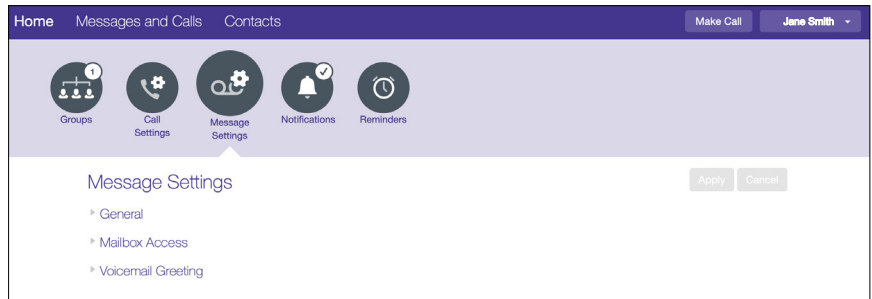
Features



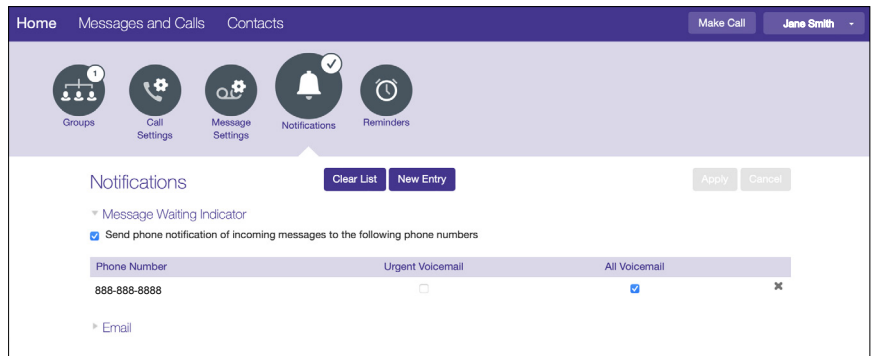
Additional Settings

Message Settings: Manage Voice Mail settings such as:

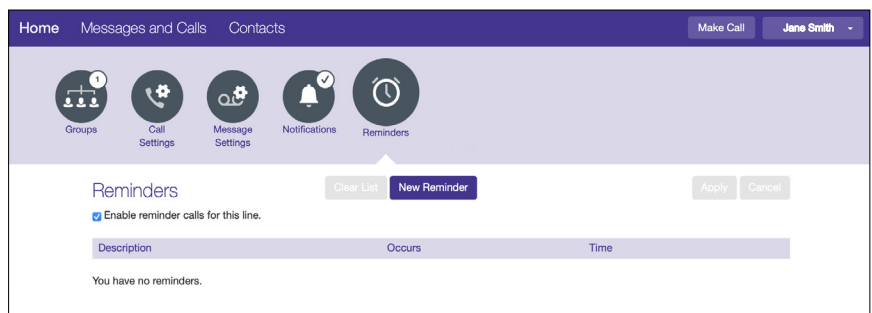
- Forward a voicemail as an audio file (.wav) to an email address
- Log in options and what information is played by default when listening to Voice Mail.
- Record a new greeting or different greetings for when your line is busy, calls are outside normal business hours, or if they're calling from your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



Notifications: Where notifications should be sent.



Reminders: Reminders makes a call to your Business Phone with the Call Manager line.



CALLER ID Features



Caller ID Overview

Manage Caller ID and Name from Call Settings.

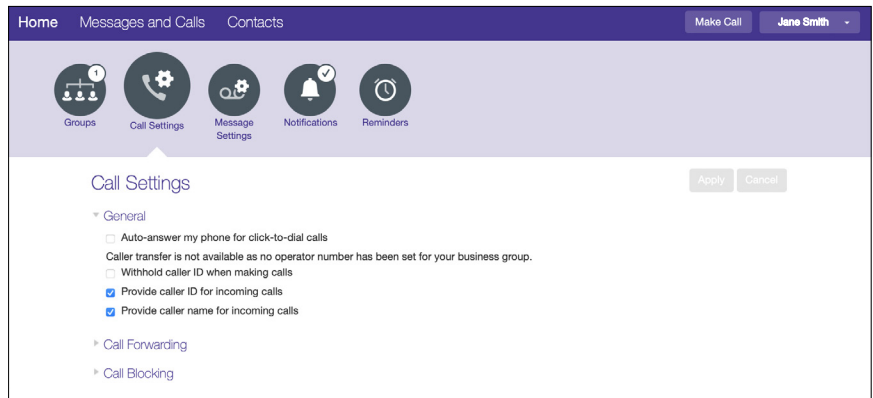
Actions in the web portal:

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
- Provide caller ID for incoming calls /
Provide caller name 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.

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

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.

* 6 5 To **ACTIVATE** Permanent Call Blocking

* 8 5 To **DEACTIVATE** Permanent Call Blocking

VOICE MAIL

Features/Access



Voice Mail Access

Access from your Office Phone

1. Dial *98 from your Astound Business Line
2. Enter your PIN



Access your Voice Mail from an Outside Line

1. Dial your phone number
2. Wait for greeting
3. Dial * (star icon)
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 the Portal

Voice Mail in web portal allows you to play and view Voice Mail messages.

Messages and Calls > Message Tab

Play Button
Click to listen to audio file of VM

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

Actions Dropdown Menu

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

Security
Change Password
Change Call Services PIN
Change Voicemail PIN

Support
Help
Downloads
Send Feedback



BUSINESS PHONE WITH CALL MANAGER

Forwarding Features



Forwarding from the Web Portal

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

From the Homescreen > Forwarding >

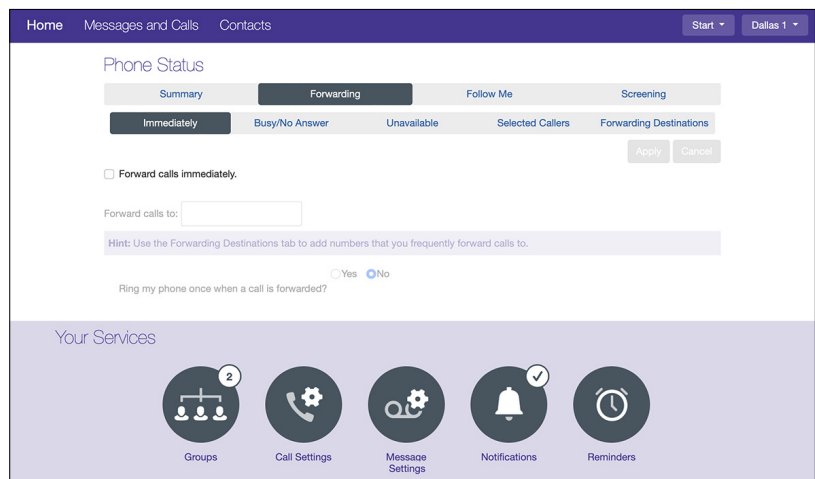
- Immediately
- Busy/No Answer
- Unavailable
- Selected Callers
- Forwarding Destinations



Forwarding Settings in the Portal

1. Homescreen > Forwarding >

Manage Forwarding Options



BUSINESS PHONE WITH CALL MANAGER

Forwarding Features

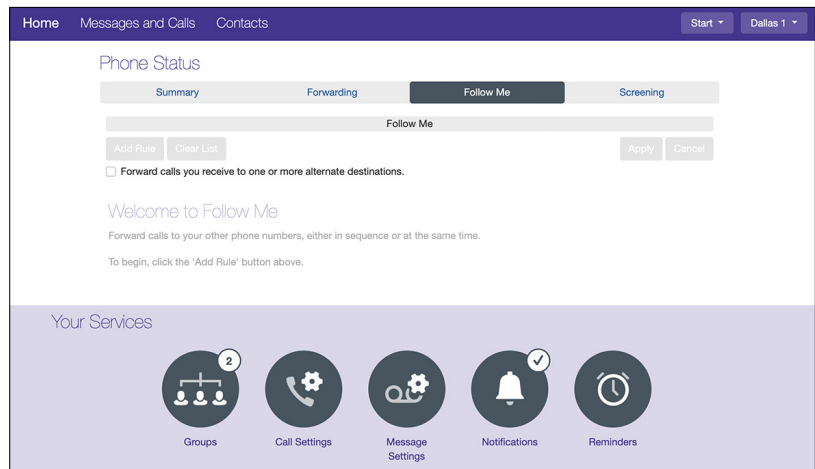


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2. Homescreen > Follow Me

When enabled, this service redirects calls that you receive to one or more alternate destinations. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

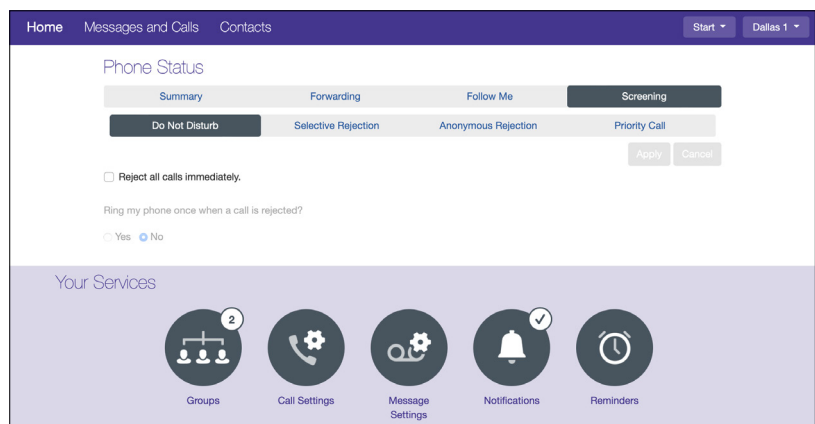
- To configure this service, you must define a number of rules. Each rule defines a destination you want to ring when you receive a call, and how long you wish that destination to ring for. Each rule is assigned to a numbered step.



2.5 Homescreen > Screening

Screening Options:

- Do Not Disturb
- Anonymous Rejection
- Selective Rejection
- Priority Call



BUSINESS PHONE WITH CALL MANAGER

Forwarding Features



(Continued)

2.5 Homescreen > Screening

- **Immediately:** Forwards Calls Immediately to another number.
- **Busy/No Answer:** Options to forward calls when no answer, or forward calls when busy.
- **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.
- **Selected Callers:** 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.
- **Do Not Disturb:** Calls are rejected immediately and forwarded to Voicemail.
- **Selective Rejection:** 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.
- **Priority Call:** 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.
- **Anonymous Rejection:** 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.

CONTACT Features



Speed Dial

> Speed Dials > New Speed Dial

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

- Type in the number to be dialed.
- Press “Add”.

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

Using Speed Dial

- Dial the speed dial number then press “Dial” on phone.
- To delete Speed Dial: Under Speed Dial, press the black X next to the speed dial to be removed.
- Press “Apply”.

The screenshot shows a web interface for managing contacts. At the top, there are navigation tabs: Home, Messages and Calls, and Contacts. On the right, there are buttons for 'Make Call' and a user profile 'Jane Smith'. Below the navigation, there are four tabs: Contact List, Speed Dials (which is selected), Extensions, and Short Codes. A message states: 'Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.' There is a 'Clear List' button. Below that, it says 'You have no speed dials set up.' On the right side, there is a 'New Speed Dial' section with a dropdown menu for 'Speed Dial:', an input field for 'Number:', and an 'Add' button. At the top right of this section are 'Apply' and 'Cancel' buttons.

CONTACT Features



Short Codes

A Short Code is a code specific to the Business Group or department that represents a (usually) external directory number, or another code that can only be dialed within the Business Group or department (for example a Call Service access code). They can only be created by Administrators.

Short Codes may be either a single code (up to 7 digits) or a range of codes. Service Access Codes consist of a string of digits, and may optionally start with a * or #.

Short Code	Telephone Number or Service Access Code
7454-5329	(888) 888-8888 - (888) 888-8888



CONTACT US



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Have More Questions?

Please Contact Us:

astoundbusiness.com/contact/

or call: 1-833-249-2786