

For customers in MD  
Effective May 16, 2016.

**WOW**business™  
Internet • Voice • Data • Cloud

wowforbusiness.com

# Business Services PHONE FEATURES

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## User Guide

## SETTING UP YOUR NEW VOICE MAILBOX

- To set up your new voice mailbox for the first time, you must dial \*98 from your business phone.
- You will be prompted to create a PIN of four to twenty digits. (Default PIN is the last four digits of your business phone number.)
- Record a name announcement.
- Record a personal greeting or select one of the standard greeting options available.
- To update your greetings in the future, press 3 after logging into your voice mailbox.

### Accessing Your Voice Mailbox

- From business, dial \*98.

*If you have a new voicemail, you will notice a “staggered” dial tone when you pick up the line. This will continue until you have called and checked your voicemail.*

- Away from business, dial your telephone number and press \* during the greeting.
- Online, go to <http://myaabphone.com>.

### Voicemail Features

- Incoming calls will be forwarded to voicemail after 24 seconds or 4 rings by default. You can change this setting at <http://myaabphone.com>.
- Each message is time and date stamped.
- Messages can be up to 2 minutes in length.
- You can store up to 30 messages or 60 minutes worth of messages.
- Messages can be saved for up to 30 days. To save messages, press 2.
- To fast-forward 5 seconds during the message playback, press 99.
- To rewind 5 seconds during the message playback, press 77.
- Press # to keep the current message and skip to the next message.
- To delete a message, press 3.
- To reply to a message, press 4.
- Press 0 for helpful hints.

## ONLINE PHONE PORTAL

- Check your voicemail online at <http://myaabphone.com>.  
(Managed by Anne Arundel Broadband.)
- Use your new voice mailbox PIN to login.  
(PIN created during new voice mailbox set up; instructions above.)
- Set preferences and manage features, such as voicemail/call forwarding, call screening, email notifications, and more.

Calling Features	
Cancel Call Waiting	*70
Caller ID Block	*67
Disable Caller ID Privacy	*82
Repeat Dial	*66
Cancel Repeat Dial	*86
Return Call	*69
Cancel Return Dial	*89
Call Forward	*72
Cancel Call Forward	*73
Selective Call Forwarding	*63
Selective Call Rejection	*60
Selective Call Acceptance	*64
Anonymous Call Rejection	*77
Cancel Anonymous Call Rejection	*87
Distinctive Alert	*61

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## ADDITIONAL SUPPORT

Additional assistance with your WOW! Business services can be found at [wowforbusiness.com/support](http://wowforbusiness.com/support).