

For customers in IN, IL, OH, MI
Effective May 16, 2016.

WOWbusiness™
Internet • Voice • Data • Cloud

wowforbusiness.com

Business Services PHONE FEATURES

User Guide

CommPortal Guide Table of Contents

Phone Features	3
Anonymous Call Rejection	3
Automatic Callback	3
Automatic Recall	3
Caller ID	3
Call Forwarding Always	3
Call Forwarding Busy	3
Call Forward Don't Answer [Delayed Call Forward]	4
Caller ID Block	4
Call Hold	4
Call Park	4
Call Pickup/Directed Pickup	4
Call Return	4
Call Transfer	4
Call Waiting	5
Caller ID Unblock	5
Distinctive Ringing / Priority Call	5
Do Not Disturb	5
Find Me/Follow Me	5
Hunting Group	5
Remote Access to Call Forwarding	6
Selective Call Acceptance	6
Selective Call Forwarding	6
Selective Call Rejection	7
Speed Calling	7
Three Way Calling	7
Voicemail Instructions	8
Getting Started	8
Common Shortcuts	8
Calling Feature Codes	9
Local Remote Access to Call Forwarding Phone Numbers	9
Additional Support	10

Anonymous Call Rejection

1. It's easy to activate and start blocking anonymous calls. Simply lift the receiver and press *77.
2. When someone calls you from a blocked line and you have Anonymous Call Rejection activated, your phone doesn't ring. Instead, the caller hears this message: "The party you are calling does not accept blocked calls."
3. To deactivate Anonymous Call Rejection, pick up the receiver and press *87.
4. You can turn Anonymous Call Rejection on or off any time you want. After pressing either *77 or *87, you will hear an interrupted dial tone to let you know you've successfully activated or deactivated the service.

Automatic Callback

Using Automatic Callback

1. When you hear a busy signal, press the switch-hook (or flash). Listen for a special dial tone. (If you have already hung up, pick up the handset and listen for a regular dial tone.)
2. Press *66.

If the line is still busy, hang up and your phone will check the number for 30 minutes. A special callback ring alerts you that the called party's line is free.

3. Pick up the handset to complete the call.
4. To cancel, press *86.

Automatic Recall

Using Automatic Recall

1. Pick up the handset and listen for a dial tone.
2. To hear the last caller's number, press *69.
3. To then return the call, press 1.

Caller ID

The Telephone display screen will show you the caller's name and telephone number, usually after the first complete ring. The service also provides the date and time of each call. There are no starcodes needed to activate or deactivate this feature.

Call Forwarding Always

To Activate

1. Dial *72, immediately followed by the number to forward to (there is no confirmation tone after dialing the access code). You may forward to a local, long distance or mobile number. Enter the forward-to number just as if you were dialing it from your phone (this includes adding a "1" if the number is long distance, and adding a "9" if you must do so to reach an outside line).
2. To verify Call Forwarding is in effect, dial *72 from a touch-tone phone. A busy signal or error announcement confirms that Call Forwarding is in effect.

To Deactivate

Dial *73.

Call Forwarding Busy

1. Dial *90, immediately followed by the number to forward to (there is no confirmation tone after dialing the access code).
2. Dial *91 to deactivate.

Call Forward Don't Answer [Delayed Call Forward]

1. Dial *92, immediately followed by the number to forward to (there is no confirmation tone after dialing the access code).
2. Dial *93 to deactivate.

Caller ID Block

Per-Call Blocking

Dial *67 before you dial your outgoing telephone number. This action will block your number for that particular call. The person you have called will not be able to see your number displayed on their telephone display screen. Instead a "P" or "Private" will be displayed.

Call Hold

Calls can be placed on hold by hook flashing (quickly pressing the receiver). This will place the call on hold.

Note: if you hold down the receiver too long, it will hang up the call.

Call Park

Parking an answered call

1. Put the call on hold by quickly pressing down the switch hook and releasing it.
2. Dial *45.
3. You will hear a message that call is parked on an Orbit Number. Make a note of the Number, then hang up.

Retrieving a parked call

1. Dial *46.
2. Listen for the confirming stutter tone.
3. Dial the Call Park Orbit Number and your call will be connected.

Call Pickup/Directed Pickup

The Default Access Codes For This Service Are As Follows

To use Call Pickup 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.

To use Directed Pickup (on an analog or ISDN line) to pick up an incoming call to a specific line within your Business Group, dial *12. When you hear the recall dial tone, dial the number of the Business Group line. The call will be picked up on your line.

To use Directed Pickup (on a SIP line) to pick up an incoming call to a specific line within your Business Group, dial *12, immediately followed by the number of the Business Group line. The call will be picked up on your line.

Call Return

Dial *69 for automatic recall of the last call. To Disable, dial *89.

Call Transfer

1. Establish a three way call by pressing the switch-hook and then dialing the third party's number.
2. Hang up and the other two parties will remain on the call.

Call Waiting

To Use Call Waiting

1. When you hear the Call Waiting tone, quickly press and release the switch-hook or flash key to put the first call on hold and answer the second call.
2. Press the switch-hook again to switch between callers.
3. To remove one party, simply hang up.

Caller ID Unblock

Caller ID Unblock is used when you have previously requested your Caller ID to be blocked on all outbound calls.

1. To enable Caller ID delivery for a single call, dial *82. When you hear the dial tone, dial the number you wish to call.

Distinctive Ringing / Priority Call

Using Distinctive Ringing

Enables subscriber to have a distinctive ring tone for incoming calls from selected numbers. Also includes distinctive tones on Call Waiting for numbers selected for priority call.

1. Turn Distinctive Ringing on or off by pressing *61 or *81.
2. Listen for announcement telling you whether the feature is on or off.
The recorded voice will then tell you how many numbers are currently stored on your list.
3. Dial 3 and follow voice instructions to turn feature on or off.
4. Programming the List of Special Numbers:
 - Press #01# to add the last caller to your list
 - To add numbers, press #
 - To remove numbers, press *
 - To hear a list of telephone numbers on the list, dial 1

Do Not Disturb

Do Not Disturb - Enable - *78.

To disable this feature, use Do Not Disturb - Disable - *79.

Find Me/Follow Me

1. Find Me/Follow Me must first be configured in the Business Line CommPortal. Please see page 19 of the Business Line CommPortal guide for further instructions.
2. After set up is complete, you can enable Find Me/Follow Me by entering *55. To disable, enter *56.
3. To activate Simultaneous Ring, enter *53. To disable, enter *54.

Hunting Group

Call WOW! Support to configure.

Remote Access to Call Forwarding

To Activate

1. Before you use Remote Access to Call Forwarding for the first time, you will need to set up your Call Services PIN. This PIN is 0000 by default, but you won't be able to use Remote Access Call Forwarding until the Call Services PIN is changed. This can be done in two ways:
 - a. Dial *319 from your WOW! Business phone line. You'll be prompted to enter your current PIN followed by #. Next, enter your new PIN, followed by #. You should then hear confirmation of the new PIN you entered.
 - b. Visit <https://voice.wowway.com/wow> to configure your PIN via CommPortal.
2. Dial the 10-digit WOW! Access Number for your area from the Local Remote Access Call Forwarding Phone Number table at the end of this guide. Enter your phone number (followed by #) and PIN (followed by #).
3. Dial *72, followed by the number to forward to (there is no confirmation tone after dialing the access code). You may forward to a local, long distance or mobile number. If you enter a long distance number, toll charges may apply. To verify Call Forwarding is in effect, dial *72 from a touch-tone phone. A busy signal or error announcement confirms that Call Forwarding is in effect. Enter the forward-to number just as if you were dialing it from your phone (this includes adding a "1" if the number is long distance, and adding a "9" if you must do so to reach an outside line).

To Deactivate

1. Dial the 10-digit WOW! Access Number, enter your phone number (followed by #) and specific pin number (followed by #) when prompted.
2. Dial *73.

Selective Call Acceptance

1. Turn Selective Call Acceptance on or off by pressing *64 or *84.
2. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many numbers are currently stored on your acceptance list. Dial 3 and follow the voice instructions to turn on or off.
3. Programming the List of Special Numbers:
 - To add the last caller, press #01#
 - To add a number, press #
 - To remove a number, press *
 - Dial 1 and listen to voice instructions

Callers who are not on your list will simply hear an announcement that you are not accepting calls at this time.

Selective Call Forwarding

1. Turn Selective Call Forwarding on or off by pressing *63 or *83.
2. Listen for the announcement telling you whether the service is on or off. The recorded voice will then tell you how many numbers are currently stored on your forward list.
3. Follow the voice instructions and dial 3 to turn the service on or off.

Programming The Forward-To Number

First time you turn on the service, you will be asked to enter the number to which you would like your special calls forwarded. The system will simply remind you of the current forward-to number.

- Press 1 if current number is correct
- Press 0 if you wish to change the number

Programming Forwarding Numbers

- To add the last caller to your list, press #01#
- To add a number, press # - enter the forward-to number just as if you were dialing it from your phone (this includes adding a "1" if the number is long distance, and adding a "9" if you must do so to reach an outside line)
- To remove a number, press *

Selective Call Rejection

1. Turn Selective Call Rejection on or off by pressing *60 or *80.
2. Listen for an announcement telling you whether the service is currently on or off. The recorded voice will then tell you how many numbers are currently stored on your rejection list.
3. Follow the voice instructions and dial 3 to turn the service on or off.

Programming Your List Of Numbers To Reject

- To add the last caller to your forward list, press #01#
- To add a number, press #
- To remove a number, press *
- To hear your rejection list, press 1

When someone calls, if your service is turned on, calls from numbers on the rejection list will hear an announcement that your number is not accepting calls at this time.

Speed Calling

When you hear the dial tone, enter the speed dial number (2-9) followed by #. The call will then be connected.

Setting Up Speed Calling Numbers

1. Dial *74.
2. Dial one of the eight, one-digit speed codes (2-9), followed immediately by the phone number to which the speed dial code maps.
3. Listen for the two-beep confirmation tone.
4. Hang up.

Three Way Calling

To add a third party to an active call, press the switch-hook and then dial the third party's number. If the third party answers, press the switch-hook again to add both of you to the original call, connecting all three parties. If the third party does not answer or their line is busy, press the switch-hook twice to rejoin the original call. If you hang up you will receive a ring back reminding you that the original call is still on hold, and can rejoin the call by picking up the phone.

VOICEMAIL INSTRUCTIONS

Getting Started

Setup and Access Your Voicemail

Pick up your handset and dial *98 to access your Voicemail system, then follow the prompts to configure your Voicemail.

Common Shortcuts

- 7 Skip Back Through Prompts
- * Cancel input or move up a level
- 8 Pause / Resume
- # End input or move forward in a list
- 9 Skip Forward Through Prompts
- 11 Return to previous menu item or message

Voicemail Navigation Menu				
Review Voicemails		Send Message		
(press) 1		(press) 2		
(press) 1 Repeat		(press) 1 Review a Message		
5 Reply		3 Mark as Private		
6 Send a Copy		4 Re-Record		
7 Erase		5 Delivery Report		
9 Save		6 Request Read Report		
# Leave as New		7 Add/Remove Recipients		
		# Send As Is		
Greetings	Mailbox Settings	Erased Messages	Leave Mailbox & Logon as Other Subscriber	Help
(press) 3	(press) 4	(press) 6	(press) 7	(press) 0
Enter phone number, then #				

Calling Feature Codes

Voicemail	*98
Anonymous Call Rejection	Enable: *77, Disable: *87
Automatic Callback (last outgoing)	Enable: *66, Disable: *86
Automatic Recall (last incoming)	Enable *69, Disable *89
Call Forwarding Always	Enable *72, Disable *73
Call Forwarding Busy	Enable: *90, Disable: *91
Call Name/Number Blocking - single call	*67
Call Park	Enable *45
Call Retrieve	Enable *46
Cancel Call Waiting - single call	Enable: *70
Delayed Call Forwarding	Enable (dial * code and # directly after): *92 # Disable: *93
Do Not Disturb	Enable: *78, Disable: *79
Priority Call Distinctive Ring	Configure: *61 or *81
Remote Access to Call Forwarding	Enable: Dial 10-digit local Remote Access number Enter your phone number (then the # key) Enter your PIN (then the # key) Dial *72, followed by the number to forward to Disable: Dial 10-digit local Remote Access number Enter your phone number (then the # key) Enter your PIN (then the # key) Dial *73.
Selective Call Acceptance	Enable *64, Disable *84
Selective Call Forwarding	Enable *63, Disable *83
Selective Call Rejections	Configure: *60 or *80

Local Remote Access to Call Forwarding Phone Numbers

Chicago, IL	(630) 219-6248	Detroit, MI	(248) 439-6248
Cleveland, OH	(440) 973-4972	Evansville, IN	(812) 490-9999
Columbus, OH	(614) 396-6244	Mid-Michigan, MI	(517) 459-6248

ADDITIONAL SUPPORT

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