





## Hosted Matrix Quick Reference Guide Let's Get Started


### Common Actions When Using Your IP Phone

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#### Placing or Answering Calls

To place or answer a call, you can pick up the handset, press the Speaker  or Headset  button, or press a line button. When the speaker is on, the button glows green.

#### Putting a Call on Hold

To put a call on hold, press the Hold  button. The caller hears a series of three rapid beeps or music while on hold. To resume the call, press the flashing red line button for the call.

#### Muting a Call

To mute the phone, speaker, or headset, press the Mute  button. The button glows red when muted. Press the Mute button again to unmute.

#### Ending a Call

If you are using the handset, hang up or press the EndCall button. If you are using the speakerphone, press the Speaker button. If you are using the headset, either press the Headset button (wired) or replace the handset (wireless).

#### Adjusting Volume

To adjust the volume of the handset or speaker, lift the handset or press the speaker button. Press **+** on the Volume  button to increase the volume, or press **-** to decrease the volume. Press Save.

To adjust the ringer volume, press the Volume button when the handset is on the phone and the speaker button is off. Press Save.

**A detailed Hosted Matrix User Guide can be found at: <http://www.wowforbusiness.com/support>**

**WARNING:** You will not be able to access E911: (i) in the event of a power outage; (ii) in the event of a Company network outage; (iii) if you use your Matrix phone service outside of the Company's network; or (iv) during periods when your broadband connection is unavailable. Also, any E911 call placed from this phone will be linked to the authorized address where your Matrix phone service was originally provisioned. If you move the physical location of your Matrix phone from the original service location, a call placed to E911 from the new location will still be linked back to, and identify, the original service location.

# POPULAR FEATURES


#	Phone Feature	Description
1	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call or when the phone's firmware is being updated.
2	Line keys	Indicates phone line status. <b>When lit - Green:</b> Line is idle. <b>Red (steady):</b> Line is active or in use. <b>Red (blinking):</b> Line is on hold. <b>Orange:</b> Line is unregistered (cannot be used).
3	Programmable softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
4	Messages button	Press to access voice mail.
5	Hold button	Press to place a call on hold.
6	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.



The photo above shows the SPA525G. Other models differ.

## Getting Started

### Setup Your Voicemail

1. Press the voicemail  button
2. Follow prompts to set password and personal outgoing messages

### Access Your Voicemail







1. Look for lit red message indicator
2. Press the voicemail softkey
3. Enter voicemail password
4. Press "1" to listen to messages

### Configure Online Voicemail Access

1. Visit <https://commportal.wowway.biz>
2. Login with default password included in welcome materials







### 3. Immediately change your password

## Common Shortcuts

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

## Voicemail Navigation Menu

### Review Voicemails

- (press)
-  (press)
- (press)
-  Repeat
  -  Reply
  -  Send a Copy
  -  Erase
  -  Save

### Send Message

- (press)
-  (press)
- (press)
-  Mark as Private
  -  Mark as Urgent
  -  Add Recipient
  -  Schedule Future Delivery
  -  Review Message
  -  Re-Record Message

### Mailbox Settings

(press)



### Greetings

(press)



### Erased Messages

(press)



### Help

(press)



Enter phone number, then #