Astound Business Phone
with Call Manager

Features & User Guide

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

WELCOME TO ASTOUND BUSINESS PHONE

WITH CALL MANAGER

Thank you for choosing RCN Business Phone as your new telephone system.

By partnering with RCN Business Services, 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 be more productive.

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 over 30 productivity enhancing tools and an easy-to-use Web-based application to control and manage phone features and calls, 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 at the right for quick reference to the available features.
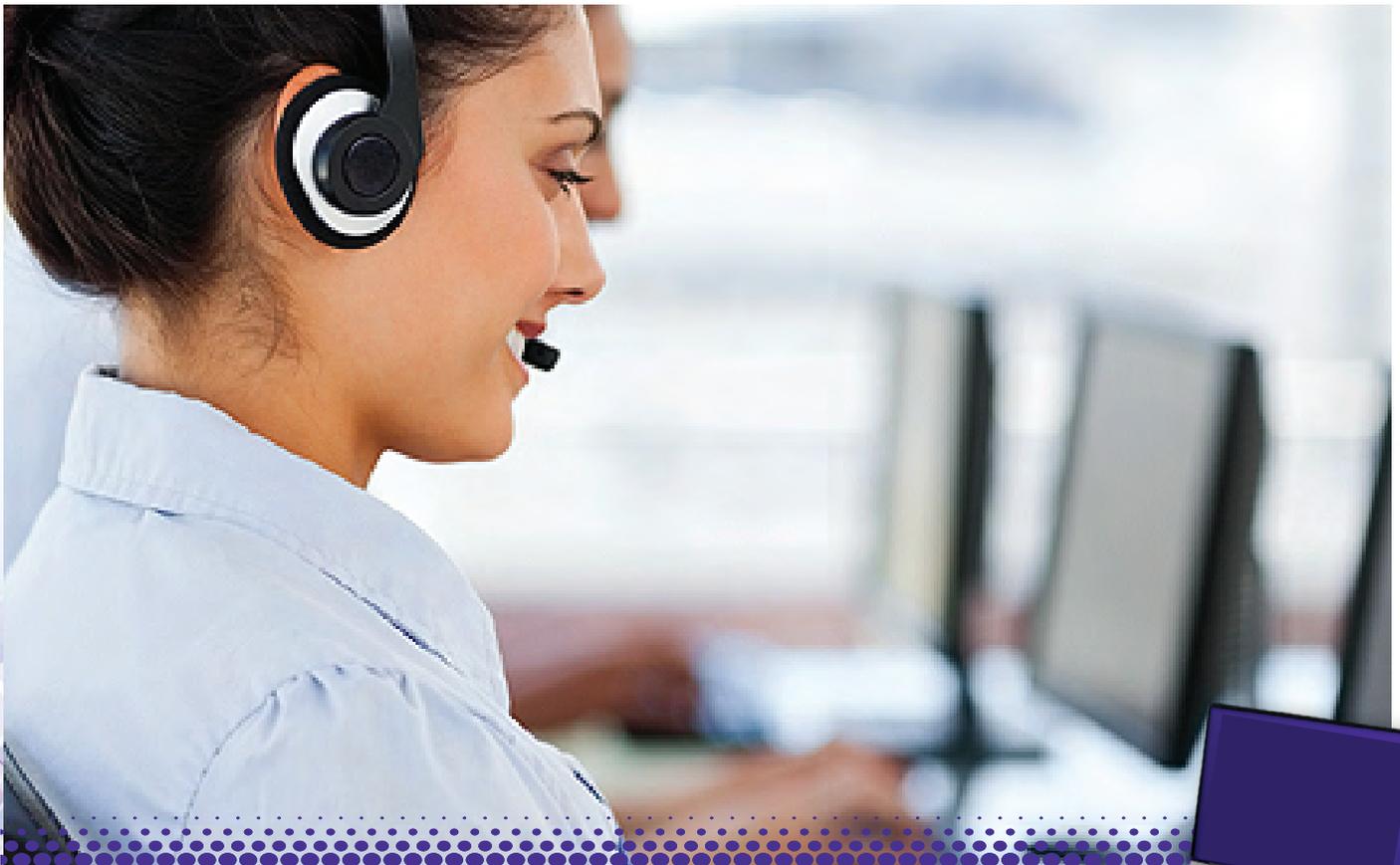
Click today for additional information
Astoundbusiness.com

Table of Contents

Business Phone Access

This section provides information about the features you can use to help you streamline communication and work more efficiently, including step-by-step instructions that will help walk you through the easy set-up process.

You'll learn how to log in to your Business Phone's Call Manager, listen to Voice Mail, configure personal phone settings, transfer calls, and activate frequently used shortcuts to maximize your service.

COMMON PHONE ACCES CODES

FEATURE	ACTIVATE	DEACTIVATE
Automatic Call Back	*66	n/a
Block Caller ID (per call)	*67	automatic
Call Forward	*72+Number	*73
Do Not Disturb	*78 or Phone Key	*79 or phone key
Voice Mail	*98 or phone key	n/a
Anonymous Call Rejection	Call Manager	Call Manager
Block Caller ID (permanent)	Call Manager	Call Manager
Call Forwarding Rules	Call Manager	Call Manager
Simultaneous Ring	Call Manager	Call Manager

CALL MANAGER DASHBOARD

The dashboard gives quick access to the most frequently used information such as:
• Voice Mail messages
• Contacts
• Missed calls
• Call Forwarding options

Business Phone Access

LOGGING INTO CALL MANAGER AND COIVE MAIL

Create a PIN (from your business phone)
Step 1: Press ✳ 98
Step 2: Follow instructions to create your PIN
Step 3: Use PIN to access Voice Mail and Call Manager

Access into Call Manager
Step 1: Enter this URL in browser: myphone.astound.com
Step 2: At login screen, enter your 10-digit phone number
Step 3: In the password field, enter your 4 to 9 digit PIN

Contacts
Manage your contacts and speed dials.

Messages & Calls
Display new and saved Voice Mail messages, missed calls, dialed calls and received calls. You can also play or delete messages.

Call Button
Initiate call using your browser

Dropdown Help Menu
Get user instructions for all of the Call Manager tabs and additional tutorials.

Settings
Customize the handling of your calls, messages, notifications and reminders.

Missed Call Log
Clicking on a name or number gives you additional options such as calling back.

Call Manager
Define how your incoming calls are handled.

Voice Mail Features

ACCESSING VOICE MAIL

Access from YOUR Business Line

Step 1: Access Call Manager

Step 2: Click Massages and Calls

Step 3: Click Message Tab

Access from ANY phone

Step 1: Dial your phone number

Step 2: Wait for greeting

Step 3: Press ✳

Step 4: Enter your PIN

MESSAGE PLAYBACK KEYS

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.

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

Voice Mail Features

ACCESSING VOICE MAIL IN CALL MANAGER

Voice Mail in Call Manager allows user to play and view Voice Mail.

List of Voice Mails

Messages
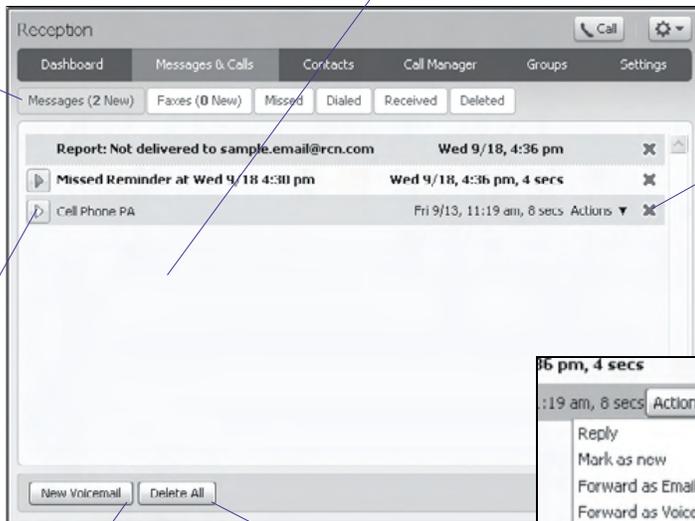
Play Button
Click to listen to audio file of Voice Mail

New Voice Mail Button
Record and send new Voice Mail to the number you enter in box

Delete All Button
Deletes entire Voice Mail box

Voice Mail Playback Popup Window
Control playback and save, delete or closeeach Voice Mail
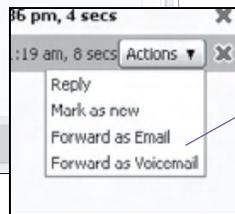
Actions Drop Down Menu
• Reply to Voice Mail
• Mark Voice Mail as new
• Forward as Email
  (with Voice Mail as wav file)
• Forward as Voice Mail

E-FAX

With E-fax, faxes can be downloaded as .pdf message to computer.

Step 1: Access Call Manager

Step 2: Click Massages and Calls

Step 3: Click Faxes
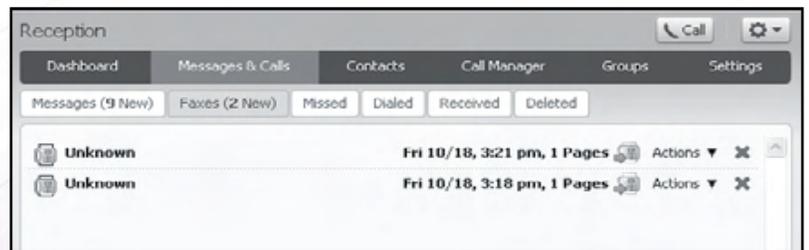
Call Manager Features

MESSAGES & CALLS

Messages & Calls displays new and saved Voice Mail messages. It also shows you:

• Missed Calls
• Dialed Calls
• Received Calls
• Deleted Voice Mail messages

CALL MANAGER

Allows detailed configuration on how calls are handled. The other tabs available on the Call Manager tab are:

• **Forwarding** – Forward all calls, if the line is busy, no answer, or if certain callers call to a prede-termined number
• **Follow Me** – Create rules to forward calls to find you at nearly any number you choose
• **Screening** – Allows you to put your phone in "Do Not Disturb" mode, reject calls automatically from specified numbers or anonymous calls and lastly make calls from certain numbers ring distinctively

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)

SETTINGS

Settings allows you to configure your Call Manager account and phone with some additional options. The other tabs available on the Settings tab are:

• **Messages** – Manage Voice Mail settings such as:
   - How many seconds before Voice Mail picks up (default is 24 seconds)
   - Forward a .wav file 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 outside normal business hours or if they're calling from your business group
• **Calls** – Additional call forwarding and blocking options as well as general options such as Caller ID display on outgoing calls and auto-answer Click-to-Dial calls
• **Notification and Reminders** – Where notification and reminders should be sent

Caller ID Features

CALLER ID

This is standard Caller ID Service. It will display both name and number of the incoming caller.

Activation   Call Manager
Deactivation   Call Manager

Actions in Call Manager

Step 1: Click Settings
Step 2: Click Calls
Step 3: General Tab

• Withhold caller ID when making calls
• Display caller name for incoming calls
• Display caller number for incoming calls

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.

CALLER ID PERMANENT BLOCKING

A permanent blocking 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.

Per call ACTIVATION of Caller ID Block (before you dial)

✳ 8 2 + Phone Number

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 DEACTIVATION of Caller ID Block (before you dial)

✳ 6 7 + Phone Number

Forwarding Features

FORWARDING DESTINATIONS

The Call Manager tab in Call Manager gives many different Call Forwarding options.

Actions in Call Manager

Step 1: Click Forwarding

- Normal Calls
- Anonymous
- VIP
- Unwanted
- Additional Options

FORWARDING SETTINGS ON PHONE

Forward all calls if the line is busy,
no answer or if certain callers call
to a predetermined number.
The Call Manager gives you different
Call Forwarding options.

FORWARDING PHONE OPTIONS	KEY
Call Forwarding Activation	*72
Call Forwarding Deactivation	*73
Unavailable Forward Calls Activation	*63
Unavailable Forward Call Deactivation	*83

FORWARDING SETTINGS IN CALL MANAGER

Busy/No Answer
Forwards incoming calls to a specified
number, when the dialed number is busy.
Click box to turn feature on. Clicking again
removes check and turns feature off.

Selected Caller
Forwards incoming calls from numbers
you select.Your configuration of unconditional,
busy and delay call forwarding will impact this
setting.

Immediately Forward
Click box to turn feature on.
Clicking again removes check
and turns feature off.

Forwarding Destinations Drop Down Menu
You can access previously saved forwarding
numbers in this drop down menu.
You can also choose "Other" and enter any
number into the box.

Forwarding Destinations
You can enter commonly used forwarding phone numbers
to be saved and accessed later in drop down menus.

Call Barring & Follow Me Features

TYPE OF CALL BARRING

Various levels of outgoing calls can be blocked via Call Manager:
• Local
• National & Mobile
• International
• Premium Rate
• Operator

SETTING CALL BAR LEVELS

Call Barring Levels are established by your Administrator to define the calling privileges that will be assigned to each individual number.

Actions in Call Manager
Step 1: Click Settings
Step 2: Click Calls
Step 3: Click Call Blocking

Select/Deselect options as needed

FOLLOW ME SETTINGS

Also known as Enhanced Sim Ring, Follow Me settings allows you to configure additional ring settings for your phone via your Web Portal account.

This setting provides a way for you to configure additional numbers that will ring instead of or as well as your own number, any of which can answer the call.

Follow not only allows additional numbers to ring but gives our customers the ability to modify how long the call rings to each number.

Step 1: Check the box
• The box stating "Forward calls you receive to one or more alternate destinations" must be checked to activate the feature.

Step 2: Add Rule(s)
• Clicking the add rule button on the button left corner will result in a pop-box with information to enter. When entering rules you have a few factors that alter thecall flow.
• Destination-The number to which it rings (Select either "My Phone or "Other").
• Length of ring- How long you want it to ring at the selected number (NOTE: 1 ring is approxi mately 6 seconds).
• Permit Forwarding- Forward calls you receive to one or more alternate destinations.
• Description- This is an optional field in case you need to label your rules.

Step 3: Review
• Once you've entered your rules, you can review the grid displaying the call flow when your business line is called.
• Please keep in mind the sum of each stage in seconds must be less than the length of time before Voice Mail answers the call. (Default is 24 seconds). Otherwise the Business Line's Voice Mail will not capture the call.

Step 4: Apply

Contact Features

SPEED DIAL

Step 1: Click Contacts
Step 2: Click Speed Dials
Step 3: Click 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: 9 + area code + number.
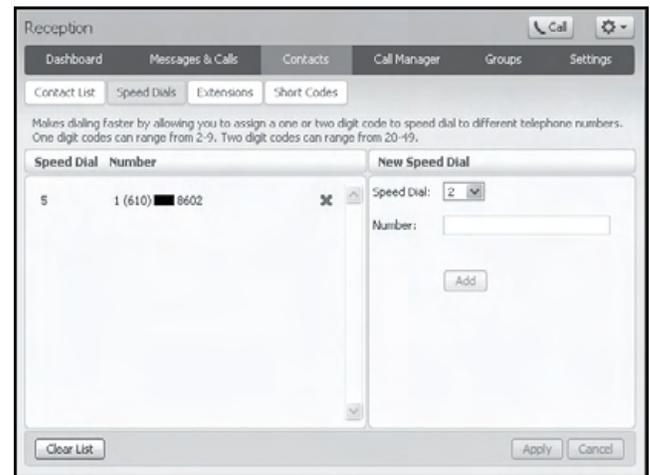
Using Speed Dial

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".

CLICK-TO-DIAL

The Click-to-Dial feature allows you to initiate calls using your browser.

RCN Business Phone then rings your primary phone (or another number of your choice). When you answer the phone, RCN Business Phone dials the contact as with a normal phone call.

The status of the Click-to-Dial call is displayed in a pop-up throughout the call, and you can hang up with a single click at any point.

Step 1: Click Contacts
Step 2: Click Contact Lists
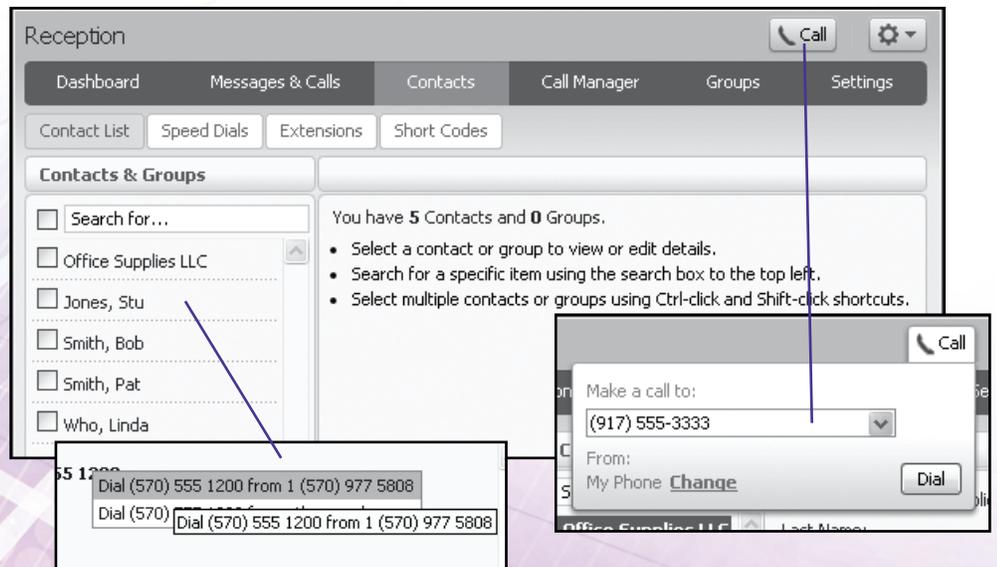
Help Resources

Access these online resources for more tips and guides.

Website

- Astoundbusiness.com
- How-To Videos
- White Papers
- Downloadable Guides
- Business Phone Portal Access

Business Phone Call Manager Help Click on Gear Icon
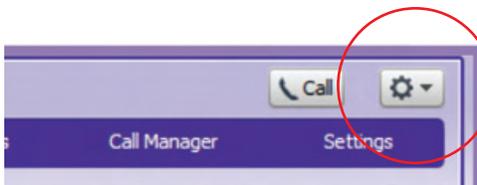
- Access the help section by clicking on the upper right corner and selecting help.
- Search or browse for help topics.
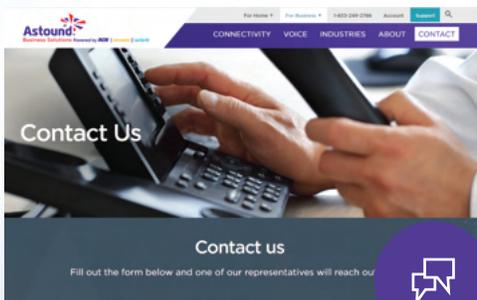
Have more questions?

- Astoundbusiness.com/contact-us