

Phone Quick Reference Guide



Wave Cloud Phone

- The Cloud Phone app allows you to use your home phone number on your mobile device. You can make and receive calls, move active calls between connected devices, and check voicemail on the go.
- Start by downloading the app from the iOS App Store or Google Play Marketplace. Search for "Wave Cloud Phone"
- You'll need a security password to activate the app. Please call us at 1-844-879-9283 for your unique password.
- To make a call, enter the number into the dialer or simply tap on the contact you'd like to call in "contacts"
- Calls to your home phone number will ring on all connected devices simultaneously. Answer the call on whichever device is most convenient for you. Calls to your cell number will come in on your cell phone's native app as usual.
- Call switch transfers an active call to a different connected phone or tablet. Choose "other device" and select.
- Call available to pull enables you to push the button and follow the prompts to
- The Cloud Phone App does NOT make emergency calls. 911 calls will automatically be diverted to your cell phone to connect.

Setting Up Your Voice Mailbox

- To set up your voice mailbox for the first time you must dial *9 or your telephone number from your home phone
- You will be prompted to create a PIN of four to twenty digits
- Record a name announcement
- Record a personal greeting or select one of the standard greeting options
- To update your greetings in the future, press after logging into your voice mailbox

Accessing Your Voice Mailbox

- From home, dial * 9 or your telephone number. If you have a new voice mail, you will notice a "staggered" dial tone when you pick up the line. This will continue until you have called and checked your voice mail.
- Away from home, dial your telephone number and press during the greeting
- Online, go to mywavephone.com
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Voice Mail Features

- Incoming calls will be forwarded to voicemail after 24 seconds / 4 rings by default. You can change this setting at mywavephone.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 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

MyWavePhone.com Portal

- Check your voicemail online at: mywavephone.com
- Use your voice mailbox PIN to log in
- Set preferences and manage features, such as voicemail/call forwarding, call screening, email notifications, and more

- Detailed instructions can be found at wavehome.com/mywavephone

Calling Features

Cancel Call Waiting.....	*70	Selective Call Rejection.....	*60
Caller ID Block.....	*67	Selective Call Acceptance.....	*64
Disable Caller ID Privacy.....	*82	Anonymous Call Rejection.....	*77
Repeat Dial.....	*66	Cancel Anonymous Call Rejection...	*87
Cancel Repeat Dial.....	*86	Distinctive Alert.....	*61
Return Call.....	*69	Disable Inbound Caller ID.....	*85
Cancel Return Dial.....	*86	Enable Inbound Caller ID.....	*65
Call Forward.....	*72	Block Outbound Caller ID (per call)..	*67
Cancel Call Forward.....	*73	Enable Outbound Caller ID (per call)	*82
Selective Call Forwarding.....	*63		

Setting Speed Dial Numbers

- Speed Dial stores up to eight unique numbers for convenience and speed. To dial a saved speed-dial number, just press the appropriate one-digit number followed by the key. Adding a new number on Speed Dial automatically replaces the previously saved number.
- Pick up the line and listen for the dial tone
- Dial and listen for a second dial tone (there is no automated service to walk you through setting up Speed Dial)
- Enter a one-digit code from two to nine, followed by the local or long-distance number you want to store exactly how you would need to dial it to make the call and then press the button to store it
- Listen for two beeps or a recording to confirm the number is stored and hang up

Three Way Calling

- Three Way Calling allows you to bridge together two lines in addition to your own so that three separate individuals can speak on a single call.
- While on a call with one of the individuals you wish to conference with, press the receiver button for one second. You will get a dial tone and the other caller will be put on hold.
- Dial the number of the third party. When you get an answer, press the receiver button briefly again and all three parties will be connected. If the third party does not answer the phone, press the receiver button two times to cancel. You will still be connected to the first call.
- When either of the people you called hangs up, you remain connected to the other person. When you hang up, everyone is disconnected.
- Some phones have a "flash" or "link" button. Use this instead of the receiver button to change lines. While using three way calling, call waiting is unavailable.