

# Downloading Voicemails for NewWave Phone Customers in AR, IL, IN, MO

Navigate to your phone portal at: <http://phone.newwavecom.com/>

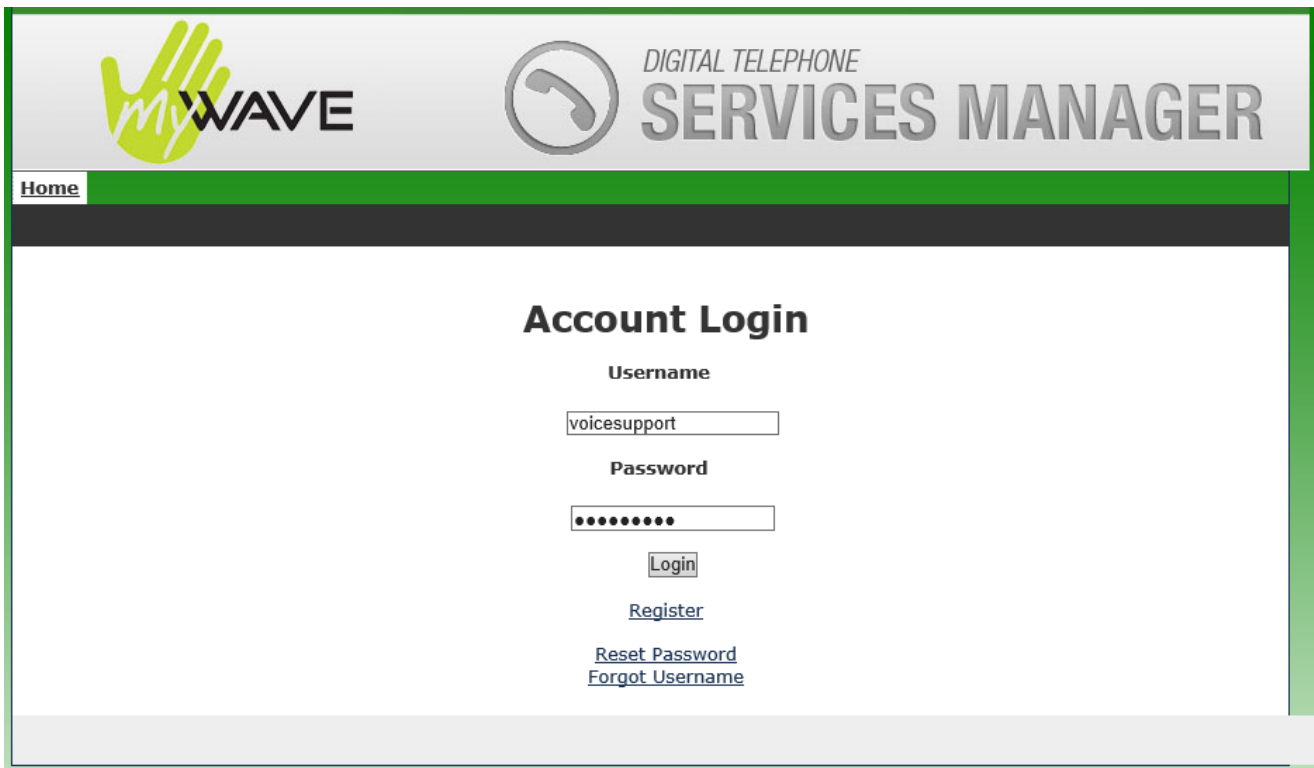
Or utilize the link at [www.newwavecom.com/phone](http://www.newwavecom.com/phone)

NOTE: You must register for the portal if you have not already. You will need to create a username, have an email address, enter the account number, enter a telephone number, state/zip code, and create a password.

## SUMMARY: STEPS FOR SAVING VOICEMAILS

1. Visit <http://phone.newwavecom.com/> or [www.newwavecom.com/phone](http://www.newwavecom.com/phone) to locate and log into your online phone manager
2. Enter Username and Password (if not registered click register)
3. Once logged in click on "Voicemail" in the header
4. Your voicemail message log will appear – select the download option
5. Save voicemails to your computer

## STEPS 1 & 2 – Locate and log into your online phone manager



The screenshot shows the login interface for the NewWave Digital Telephone Services Manager. At the top left is the 'myWAVE' logo, and at the top right is the 'DIGITAL TELEPHONE SERVICES MANAGER' logo. A 'Home' link is visible in the top left corner. The main content area is titled 'Account Login' and contains the following elements:

- Username**: A text input field containing the text 'voicesupport'.
- Password**: A text input field with masked characters represented by dots.
- Login**: A button to submit the login information.
- Register**: A link to create a new account.
- Reset Password**: A link to reset the user's password.
- Forgot Username**: A link to retrieve the user's username.

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STEP 3: Click on "Voicemails" in the header menu at the top of the page.

**DIGITAL TELEPHONE SERVICES MANAGER**

Home All Call Forwarding **Voicemail** Incoming Call Features Speed Dialing Sim Ring Hunting CDRs

Welcome, Phone Ops Select Line 812-... Select Logout

### Customer Service Record

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#### Customer Information

PHONE OPS  
VINCENNES IN 47591-9652

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#### 911 Address

VINCENNES 47591

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#### Products & Services

- Services for line 812-...
  - 3 way calling
  - 3-Way calling
  - anonymous call rejection
  - anonymous call rejection
  - Call Forwarding
  - Call Forwarding
  - Call Waiting
  - Call Waiting
  - Caller ID
  - Caller Name
  - Do not Disturb
  - Do not Disturb
  - Non-Published Listing
  - Packaged Basic Residential Line
  - selective call acceptance
  - selective call acceptance
  - selective call rejection
  - selective call rejection
  - SimRing
  - SimRing
  - Speed Calling for VoIP
  - Speed Dial

STEPS 4 & 5: A list of saved voicemails will appear. Click the download button next to the voicemail to be saved, and at the bottom of the screen you may have to click 'save' (depending on your browser).

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### Voicemail Messages

| From                        | Date/Time Received         | Checked |                 |        |
|-----------------------------|----------------------------|---------|-----------------|--------|
| CABLE ONE<br>(800-444-4444) | 2019-03-05<br>13:37:37-549 | No      | <b>Download</b> | Delete |

### Voicemail Settings

*Activate voicemail and set the number of rings.*

VoiceMail Enabled:  On  
Number of rings: 1

*Forward Voicemail to Email*

Activate:  Off  
Email Address:

*Send Notification to Email*

Activate:  Off  
Email Address:

*Notification Message Contents*

Caller ID Name  Caller ID Number  
 Message Length  Time of Message  
 Date of Message  Your Mailbox Number

Do you want to open or save 1.wav from phone.newwavcom.com?  **Save**