

# Downloading Voicemails for NewWave Phone Customers in LA, MS & TX

Navigate to your portal: <https://myphone.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.

## SUMMARY: STEPS FOR SAVING VOICEMAILS

### STEPS FOR SAVING VOICEMAILS

1. Visit <https://myphone.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  
NOTE: If you have never utilized your NewWave Phone Portal call 888.863.8828 to register
3. Once logged in click on “Features” in the header
4. Next click the “Voicemail Management” link – then below it click “Voice Messages”
5. Lastly click on the green speaker button to save voicemails to your computer

### STEPS 1 & 2: Locate and log into your phone manager.

The screenshot shows the NewWave Communications portal login page. At the top is the NewWave Communications logo. Below it is a navigation menu with links: Home, Features, E911, Call History, Download, and Account Info. On the left side, there is a 'Login Help' section with a 'Forgot Password?' link. The main content area is titled 'Login' and features an 'Announcement' box with the following text: 'Notice: By default, outbound international calling for all business and residential phone services is disallowed. If you do not plan to place international calls, then no action is required. If you wish to place international calls, please contact your local office. Please note that you will be billed for international calls on your normal monthly bill in arrears so it may take 1 or 2 billing cycles for the charges to appear. If you use a calling card to place international calls, it is not necessary to activate international calling. Thank you.' Below the announcement, there is a prompt: 'Please login into your account using your username and password.' This is followed by two input fields: 'Username:' and 'Password:'. A 'Login' button is positioned below the password field.

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STEP 3: Once logged in, click on “Features Management”.

NEWWAVE COMMUNICATIONS  
Click on Features

Home **Features** E911 Call History Download Account Info

Account Information: **Account Summary**

Customer/Location ID: [REDACTED]

Name: [REDACTED]  
Phone Ops  
Street: [REDACTED]  
City: MONROE  
State: LA  
Zip: 71201  
Updated: 3/1/2019 4:23:45 PM

Service number	Package name	Password	Customer/location id	Description
(318) [REDACTED]	<a href="#">Standard Residential w/Unlimited Local Long Distance and Voice Mail</a>	<a href="#">Update</a>	[REDACTED]	Phone Ops

STEP 4: Next click the “Voicemail Management” link – then below it click “Voice Messages”.

Home Contact Us Logoff [ATLRPMWEB03]

NEWWAVE COMMUNICATIONS

Home Features E911 Call History Download Account Info

Service Number: (318) [REDACTED]

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

**Voicemail Management**

Logoff

**Features Management**

Phone Number: (318) [REDACTED] \* (required fields)

Click on the left panel to update features.

click on Voicemail Management

Home Contact Us Logoff [ATLRPMWEB03]

NEWWAVE COMMUNICATIONS

Home Features E911 Call History Download Account Info

Service Number: (318) [REDACTED]

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

**Voicemail Management**

- Aliases
- Greetings
- Voicemail Management - On
- Voicemail Password
- Voice Portal
- Voice Messages**

Logoff








**Features Management**






Phone Number: (318) [REDACTED] \* (required fields)

Click on the left panel to update features.

Click Voice Messages

STEP 5: To save the messages click on the speaker to listen and then select "save as".

Subject	Received (in GMT)	Size (in KB)	Voicemail	Select all
				<input type="checkbox"/>
				Delete
9798774675 - LLOYD VANHORN	3/1/2019 2:10:10 PM	5		<input type="checkbox"/>
9792167445 - BAY CITY TX	2/14/2019 5:19:38 PM	130		<input type="checkbox"/>
9798435015 - name unavailable	2/8/2019 4:46:01 PM	142		<input type="checkbox"/>
8884864722 - SAN ANTONIO FCU	1/15/2019 9:50:27 PM	221		<input type="checkbox"/>
Restricted@172.16.8.241 - name unavailable	12/29/2018 9:01:46 PM	62		<input type="checkbox"/>
8663784904 - 8663784904	11/18/2018 8:46:25 PM	268		<input type="checkbox"/>
8663784904 - TOLL FREE CALL	11/11/2018 9:02:53 PM	268		<input type="checkbox"/>

private number	10/11/2018 6:52:48 PM	110		<input type="checkbox"/>
9798748694 - V0101015010078193431	10/10/2018 2:15:29 PM	6		<input type="checkbox"/>
8322767132 - WIRELESS CALLER	10/9/2018 1:11:47 AM	52		<input type="checkbox"/>
9798777158 - SEALY TX	10/8/2018 2:16:55 PM	8		<input type="checkbox"/>
9798777158 - SEALY TX	10/8/2018 1:43:30 PM	136		<input type="checkbox"/>

Do you want to open or save 9798774675\_20190301\_081027.wav from portal.rpm-momentum.com?