



WOW! tv+ Features

Channel Lineups

Multiple TV packages are available to meet your needs. Visit the Channel Lineups section under the TV Tab on wowway.com to view channel lineups available in your area. You may select package(s) you'd like to research.

DVR

DVR is available to record Live TV, record multiple programs at once, manually schedule a recording, one touch record and return to Live TV.

Interactive Program Guide

The on-screen interactive program guide is the quick and easy way to find out what's on.

Channel 0 Menu

Channel 0 allows you to view what is on Live TV based on categories, as well as create and view your favorite channels.

Parental Controls

WOW! tv+ offers parental control features to give you flexibility and control. Parental Controls restrict on a rating level.

WOW! OnDemand

Relax with WOW! OnDemand TV programming that's ready to watch at any time. Go to wowway.com/products/tv/ondemand for more information.

Start Over and Catchup

If you tune in late to your live program, use the Start Over feature to go back to the start of the program if it is still airing. Use Catchup to go back up to 72 hours and view previously aired content. Start Over and Catchup are not available for all channels or programs.

Google Assistant Voice Remote

Find content and your favorite channels by using the WOW! voice remote with Google Assistant.

Google Play Store

Access the Google Playstore with your Google Account and download your favorite apps.

For more information about your WOW! remote go to: <http://www.wowway.com/support/tv/remotes/>

Quick Reference Guide for TV

Channel Lineups

Multiple TV packages are available to meet your needs. Visit the Channel Lineups section under the TV tab on wowway.com to view channel lineups available in your area. You may select which package(s) you'd like to research and you can sort the lineups numerically or alphabetically.

Parental Controls

WOW! TV offers many different options when it comes to television. With such a wide variety of programs available, we know that not all programs or channels are suitable for everyone. WOW! offers parental control features to give you flexibility and control.

To learn more about Parental Controls, visit wowway.com/support/tv under TV FAQ's select Parental Controls.

Quick Reference Guide for Phone

Main Menu

New and Saved Messages Press 1	<table border="1"> <tr><td colspan="2">During Message Playback</td></tr> <tr><td>Skip message</td><td>#</td></tr> <tr><td>Back to Main Menu</td><td>*</td></tr> <tr><td>Back to previous message</td><td>11</td></tr> <tr><td>Delete message</td><td>7</td></tr> <tr><td>Fast forward 5 seconds</td><td>99</td></tr> <tr><td>Pause</td><td>8</td></tr> </table>	During Message Playback		Skip message	#	Back to Main Menu	*	Back to previous message	11	Delete message	7	Fast forward 5 seconds	99	Pause	8	<table border="1"> <tr><td colspan="2">After Message Playback</td></tr> <tr><td>Repeat message</td><td>1</td></tr> <tr><td>Reply to message</td><td>5</td></tr> <tr><td>Forward a copy</td><td>6</td></tr> <tr><td>Delete message</td><td>7</td></tr> <tr><td>Save message</td><td>9</td></tr> <tr><td>Leave as new</td><td>#</td></tr> </table>	After Message Playback		Repeat message	1	Reply to message	5	Forward a copy	6	Delete message	7	Save message	9	Leave as new	#
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Send a Message to a WOW! Phone Subscriber Press 2	<table border="1"> <tr><td colspan="2">Delivery Options</td></tr> <tr><td>Review message</td><td>1</td></tr> <tr><td>Mark as urgent</td><td>2</td></tr> <tr><td>Mark as private</td><td>3</td></tr> <tr><td>Re-record message</td><td>4</td></tr> <tr><td>Request delivery report</td><td>5</td></tr> <tr><td>Request read report</td><td>6</td></tr> <tr><td>Add recipients</td><td>7</td></tr> <tr><td>Deliver message</td><td>#</td></tr> <tr><td>Exit</td><td>*</td></tr> </table>	Delivery Options		Review message	1	Mark as urgent	2	Mark as private	3	Re-record message	4	Request delivery report	5	Request read report	6	Add recipients	7	Deliver message	#	Exit	*	<table border="1"> <tr><td colspan="2">Personal Greeting Options</td></tr> <tr><td>Record new personal greeting*</td><td>1</td></tr> <tr><td>Enable existing personal greeting**</td><td>1</td></tr> <tr><td>Record new personal greeting**</td><td>2</td></tr> </table>	Personal Greeting Options		Record new personal greeting*	1	Enable existing personal greeting**	1	Record new personal greeting**	2
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Work with Your Greetings Press 3	<table border="1"> <tr><td colspan="2">Greeting Options</td></tr> <tr><td>Set up personal greeting</td><td>1</td></tr> <tr><td>System generated greeting or record name</td><td>3</td></tr> <tr><td>Exit</td><td>*</td></tr> </table>	Greeting Options		Set up personal greeting	1	System generated greeting or record name	3	Exit	*	<table border="1"> <tr><td colspan="2">System Greeting and Name Options</td></tr> <tr><td>Choose type of system greeting</td><td>1</td></tr> <tr><td>Review or record name</td><td>2</td></tr> </table>	System Greeting and Name Options		Choose type of system greeting	1	Review or record name	2														
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Change Your Personal Options Press 4	<table border="1"> <tr><td colspan="2">Personal Options</td></tr> <tr><td>Hands free and time saver settings</td><td>2</td></tr> <tr><td>Security options</td><td>3</td></tr> <tr><td>Notification options</td><td>5</td></tr> <tr><td>Additional options</td><td>6</td></tr> <tr><td>Exit</td><td>*</td></tr> </table>	Personal Options		Hands free and time saver settings	2	Security options	3	Notification options	5	Additional options	6	Exit	*	<table border="1"> <tr><td colspan="2">Hands Free and Time Saver Settings</td></tr> <tr><td>Autoplay settings</td><td>1</td></tr> <tr><td>Urgent message autoplay settings</td><td>2</td></tr> <tr><td>Voicemail preferences</td><td>3</td></tr> </table>	Hands Free and Time Saver Settings		Autoplay settings	1	Urgent message autoplay settings	2	Voicemail preferences	3								
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Get Help Press 0																														
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* This option will only be available if the customer is currently using and has recorded a personal greeting.

** These options will only be available if the customer has previously recorded a personal greeting but does not have it enabled.

WOW! Quick Reference Guide

For Internet, TV and Phone



For more information on your WOW! products and services, please visit wowway.com or check us out on social.

Facebook.com/WOWInternetCablePhone

twitter.com/WOW_WAY

Welcome to WOW!®

Thank you for subscribing to WOW! Services. We want to make your experience fun, enjoyable and for you to get the most out of your time with WOW!.

In this guide, you'll find info on Internet, TV, and Phone. Tips for troubleshooting, setup instructions, as well as Frequently Asked Questions and yes, answers.

We're pleased you've chosen us as your service provider and look forward to providing you a customer experience that lives up to your expectations, and our name. Enjoy.

Sincerely,

Your WOW! Care Team

WOW! Contact Information

By phone: WOW! Internet Technical Support,
1-866-4-WOW-NOW (496-9669)

By email: wow_techsupport@wowinc.com

General

How do I pay my bill?

Each month, you will receive your monthly billing statement which includes the current amount due as well as any other outstanding charges. Your monthly billing cycle will start the day after installation of your service. Our Paperless Statement system is the best way to receive your new statement and avoid any charges that may be associated with receiving a paper statement. Go to wowway.com/support/billing-account for more information or to sign up for paperless statements.

There are several different ways to pay your bill. The easiest way to pay your bill is Online or via our AutoPay system which you can access on wowway.net. Make a one-time payment or set up recurring payments so you never have to worry about late payments again. Log in to the WOW! Customer Home Page of wowway.net and select **My Account** at the top of the page. Once logged in, select **Manage Your Bill** and then **Bill Pay/AutoPay** from the menus.

You may also pay your bill by mail, or at a local payment location. For more information on our local payment locations, please visit wowway.com/support/billing-account/payment-locations. You can also pay your bill by credit card with our automated phone system at 1-866-496-9669.



Quick Reference Guide for Internet

Maximize your WiFi

Many factors impact your WiFi speed, including the number of devices using your internet connection, the location of your router, and more. While a wired connection will always give you the fastest connection, these tips can help you maximize your WiFi connection speed.

Share with care

Each device in use at the same time shares your total bandwidth. The more devices, the more your WiFi speed is divided up and the slower the speed for each device. For best results, check how many users and devices are on your network and what they are doing. And, avoid running programs in the background that use up bandwidth.

- Close browsers and programs you aren't using
- Clear your cookies
- Turn off idle WiFi connected devices (e.g., when you're not using your phone to connect with the Internet, turn off the WiFi connection on the phone to free up bandwidth.)
- Disable add-ons and background programs when not in use

Beware of tech that slows you down

Some of the technology used in your gadgets and devices simply can't support certain speeds, making your Internet speed only as fast as your slowest device. Refer to the owner's manual or search for your device specs online for more information.

Play it safe

Security is the key to limiting users and devices that steal bandwidth and lower speeds.

- Always secure and password protect your WiFi router so that neighbors and others nearby can't use your signal
- Regularly change your password and limit those you share it with
- Run regular virus scans on all of your devices

Boost router performance

How well your WiFi router performs depends on a variety of factors, so keep these tips in mind when troubleshooting slower speeds.

- **Location Matters** - Certain types of walls, furnaces, and even appliances can interfere with your wireless signal. For the best WiFi performance, place your router close to the devices you use most often and minimize barriers between the router and your devices. Place your router in the open, away from crowded spaces or windows, and keep your router off the floor.
- **Keep it Current** - Your router may need a software upgrade from time to time, so routine rebooting will keep it up to date. You can check to see if your router is running the latest software version by referring to the manufacturer's website for more information.
- **Using a Personal Router** - If you choose to use your personal WiFi router, make sure it's up-to-date and from a trusted manufacturer. This is extremely important for protecting your identity and ensuring a quality home network. If you have questions or doubts, please give us a call and we can advise you about WOW! trusted equipment.

Time to upgrade to Whole-Home WiFi?

WOW! Whole-Home WiFi, powered by eero allows you to stream, work, browse and play from every corner of your home. Contact WOW! to upgrade your service today at 1-866-4-WOW-NOW (496-9669).

Email

To check your email, simply select "Email" on the WOW! Customer Home Page at wowway.net.

Primary account

You can sign up for WOW! email by visiting My Account on wowway.net, then selecting "Register". When you register, the first account that is created will become the primary account for your WOW! Internet service. The primary account will have the ability to manage any sub email accounts that are created. The primary account will also have access to online billing as well as being able to order Internet premium services. You can create sub accounts within the User Profiles area of My Account.

Troubleshooting tips

If you are having trouble connecting to the Internet or sending or receiving email, please try the following steps before calling the WOW! Customer Care Center.

Troubleshooting tips:

1. If you have WOW! TV, make sure your WOW! TV service is working properly. Turn your TV on to make sure that your TV service is operating properly. A TV outage may affect both your TV and Internet service.
2. Check your TV connections. Make sure the coaxial TV at all insertion points is connected to all devices.
3. Check your Ethernet or USB TV connections. Make sure the TV connections are secure at Ethernet ports or USB connectors.
4. Check and reset your TV modem if necessary. **If you have a WOW! advanced TV modem for WOW! Internet and Phone service, please refer to the reset instructions on the next page.** After reset, make sure that the lights on the front of the modem are behaving as follows:

Light	Indicator
POWER	Solid green indicates that the modem has full power.
PC	Solid green indicates that an Ethernet/USB/internal TV modem carrier is present. Blinking indicates that Ethernet/USB data is being transferred between the PC and the TV modem.
DATA	Blinks to indicate that there is communication between the modem and the TV network.
TV	Solid green indicates correct operation. Blinks rapidly under any of these conditions: <ul style="list-style-type: none">• The TV modem is booting up and not ready.• The TV modem is scanning the network and attempting to register.• The TV modem has lost registration on the network and will continue blinking until it registers again. Blinks very slowly (once every 5 seconds) to indicate that TV Modem Access Protection is enabled. Note: Once the network successfully registers your TV modem, the POWER and TV lights are solid green to indicate that the modem is active and fully operational.

5. Restart your modem. If the lights are not behaving as indicated, either unplug or turn off the modem. Restore power to the modem. Restart your computer.

To reset a WOW! advanced modem:

When you reset the advanced modem you will temporarily lose connectivity to Internet and phone service while the modem reconnects with the WOW! network.

Press the recessed reset button on the back of the modem with a pen tip or other pointed non-metallic object. Once the online light is on solid, you should have connectivity again.

The table below shows advanced modem light patterns during normal operation. During normal operation, the power light should always be lit. The Link light simply indicates the link status of the Ethernet interface. The USB interface does not use this light.

Light	Indicator
DS	Solid light indicates connection to the Internet. Blinks to indicate there is not connection to the Internet, and standby mode is enabled.
US	Blinks to indicate there is no connection to the Internet, and standby mode is enabled.
Online	Solid light indicates Internet is available and standby mode is disabled. Unlit indicates the Internet is not available and/or standby mode is enabled.
Link	Solid light indicates the computer is connected to the Ethernet port. Unlit indicates the computer is not connected to the Ethernet port. Blinks to indicate computer activity on the Ethernet port.
Telephone 1/ Telephone 2	Solid light indicates that service is available and phone is on hook. If not lit, service is not available. Blinks to indicate the phone is off the hook.
Battery 1/ Battery 2	Solid light indicates the battery is good. If not lit, the battery is bad or missing. Blinks to indicate low battery power.

Answers to frequently asked questions

How do I access my email account via the Internet (Webmail)?

You can access your WOW! email from any computer with an internet connection. Go to wowway.net and log in with your username and password. Once logged in, you will see email in upper right column.

Where can I get support information for WOW! Internet?

Visit the **Support** section of our website at wowway.com.

How far will my WOW! Internet wireless signal reach?

Most wireless networking equipment has a range of up to 300 feet indoors and 1500 feet outdoors. For best results, WOW! recommends that equipment you are connecting wirelessly be within 150 feet of the WiFi router. The wireless signal will penetrate most walls, so you can have devices in different rooms and on different floors and still stay connected to the network.

Certain types of walls, furnaces, and even appliances can interfere with your wireless signal. For the best WiFi performance, place your router close to the devices you use most often and minimize barriers between the router and your devices. Place your router in the open, away from crowded spaces or windows, and keep your router off the floor.