

# Welcome to WOW!® fiber Internet

Thank you for subscribing to WOW! fiber Internet. We're excited to take your experience to the next level with blazing fast fiber technology. This guide includes helpful information on WOW! fiber Internet services, troubleshooting tips, and Frequently Asked Questions (and yes - answers!). We're pleased you've chosen WOW! fiber Internet as your service provider to keep you connected to the things you love. We look forward to exceeding your expectations. Enjoy.

Sincerely,  
Your friends at WOW! fiber Internet

Get in touch with us



Call our dedicated customer support team at 1-877-386-0165

## Quick Reference Guide for Home Phone

### Main Menu

|   |   |  |   |   |
|---|---|--|---|---|
| <b>New and Saved Messages</b><br>Press 1                              | → | <b>During Message Playback</b>             | → | <b>After Message Playback</b>             |
|   |   | Skip message #                             |   | Repeat message 1                          |
|   |   | Back to Main Menu *                        |   | Reply to message 5                        |
|   |   | Back to previous message 11                |   | Forward a copy 6                          |
|   |   | Delete message 7                           |   | Delete message 7                          |
|   |   | Fast forward 5 seconds 99                  |   | Save message 9                            |
|   |   | Pause 8                                    |   | Leave as new #                            |
| <b>Send a Message to a WOW! Phone Subscriber</b><br>Press 2           | → | <b>Delivery Options</b>                    | → | <b>Personal Greeting Options</b>          |
|   |   | Review message 1                           |   | Record new personal greeting* 1           |
|   |   | Mark as urgent 2                           |   | Enable existing personal greeting** 1     |
|   |   | Mark as private 3                          |   | Record new personal greeting** 2          |
|   |   | Re-record message 4                        |   | <b>System Greeting and Name Options</b>   |
|   |   | Request delivery report 5                  |   | Choose type of system greeting 1          |
|   |   | Request read report 6                      |   | Review or record name 2                   |
|   |   | Add recipients 7                           |   | <b>Hands Free and Time Saver Settings</b> |
|   |   | Deliver message #                          |   | Autoplay settings 1                       |
|   |   | Exit *                                     |   | Urgent message autoplay settings 2        |
| <b>Work with Your Greetings</b><br>Press 3                            | → | <b>Greeting Options</b>                    | → | Voicemail preferences 3                   |
|   |   | Set up personal greeting 1                 |   | <b>Security Options</b>                   |
|   |   | System generated greeting or record name 3 |   | Change PIN 1                              |
|   |   | Exit *                                     |   | Fast Login 2                              |
| <b>Change Your Personal Options</b><br>Press 4                        | → | <b>Personal Options</b>                    | → | Skip PIN 3                                |
|   |   | Hands free and time saver settings 2       |   |   |
| <b>Deleted Messages</b><br>Press 6                                    |   | Security options 3                         |   |   |
| <b>Leave this Mailbox and Log On as Another Subscriber</b><br>Press 7 |   | Notification options 5                     |   |   |
| <b>Get Help</b><br>Press 0  |   | Additional options 6                       |   |   |
| <b>Exit Voicemail</b><br>Press *                                      |   | Exit *                                     |   |   |

\* 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.



# Quick Reference Guide

For fiber Internet and Home Phone



Facebook.com/WOWfiberInternet/



https://twitter.com/WowFiber

# Billing

## What should I expect on my bill?

1 Gig fiber Internet is included with your service. Any additional WOW! products will be billed to you directly. Your monthly billing cycle will start the day after installation of your service. Your monthly billing statement will include the current amount due and any other outstanding charges.

## How do I pay my bill on my upgraded services?

- **Pay online**  
Make a one-time payment or set up AutoPay recurring payments so you never have to worry about late payments again. Simply log into your account at [login.wowway.com](https://login.wowway.com).
- **Mail your payment**  
Send your payment to the payment address listed on your bill.
- **Convenient payment locations**  
To find one near you, go to [wowway.com/support/payment-locations](https://wowway.com/support/payment-locations).
- **Pay over the Phone**  
To pay your bill by credit card through our automated phone system, give us a call at 1-833-909-0860.

## Go paperless for upgraded services

Save time and money with WOW! paperless billing! Paperless billing is the easy and convenient way to receive your bill online and avoid charges that may be associated with receiving a paper statement. Follow these steps to get set up:

- Visit [login.wowway.com](https://login.wowway.com) to set up your account.
- Navigate to the **My Account** tab to set up paperless billing.
- Questions? Visit [wowway.com/support/billing-account](https://wowway.com/support/billing-account).

# Quick Reference Guide for Internet

## Manage your speed

WOW! fiber Internet speeds vary by device and the speed you've enrolled in. Maximum Internet speeds are also subject to the method of connecting to the Internet, the location of WiFi devices, the limitations of connected devices, the number of devices connected, and other factors outside of WOW!'s control. These tips can help you maximize the Internet speed you experience.

### Manage your traffic

Each device in use at the same time shares your Internet. The more devices, the more your Internet 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 activities they are using it for. And, avoid running programs in the background that use up bandwidth.

- Close browsers and programs you aren't using
- Clear your cookies
- Disable add-ons and background programs when not in use
- You can upgrade your Internet speed to match your 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** - Our technicians have placed your equipment where it will provide the best connectivity, spreading robust Internet throughout your home. Be sure to keep your WiFi Access Point in the wall mount provided for optimal coverage.
- **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.

# Troubleshooting tips

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

## eero Pro 6E Troubleshooting

Leverage the eero app to monitor your network performance and troubleshoot your devices from your phone or tablet. The eero app will assess the system's performance, diagnose issues, and provide tips to keep your network running smoothly.

You can also monitor data usage, manage parental controls, and manage devices in the eero app. You can find reference guides and support articles for eero devices at [support.eero.com](https://support.eero.com).

## Answers to frequently asked questions


### What should I do if I can't access Internet?


First, unplug the router. Then, unplug and restore power to the fiber terminal. Plug the router back in, turn it on, and try again. If you still need support, contact WOW! fiber Internet at 1-877-386-0165 for support.

### How can I maximize my wireless speed?

WOW! WiFi Internet speeds vary by device and the speed you've enrolled in. Maximum Internet speeds are also subject to the method of connecting to the Internet, the location of WiFi devices, the limitations of connected devices, the number of devices connected, and other factors outside of WOW!'s control. These tips can help you to maximize your wireless speed.

## Need support? We're here to help.

 Call our dedicated customer support team at 1-877-386-0165

 eero device support: <https://support.eero.com>