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Intro to WOW! Phone

Welcome to WOW! Phone. On the following pages, you will find useful information on how to use your WOW! Phone service.

Not all phone features are included with all WOW! Phone packages.

WOW! Phone Features

Call Waiting

Call Waiting alerts you another caller is trying to reach you when you are already on a call. When a second call comes in, the caller hears normal ringing while you hear a special tone.

To answer a second call:
Press and quickly release the "receiver" or "flash" button on your phone. While you talk with one caller, the other caller is automatically put on hold. Each conversation is private.

To alternate between calls:
Press and quickly release the "receiver" or "flash" button again to return to the first call.

To end either call:
Hang up and your phone will ring right away. When you answer it, you will be connected with the other call.

To cancel Call Waiting:
Dial *70, wait for a dial tone and dial the phone number you are trying to reach. You must do this each time you wish to cancel Call Waiting. This feature is only available for outbound calls. Call Waiting can be deactivated completely by calling WOW!.

Call Forwarding

The Call Forwarding feature will direct a call to the number the user dictates - this destination number can be changed each time Call Forwarding is set. To activate, dial *72. Dial the number you want to forward your calls to. When someone at that number answers, Call Forwarding is activated. If no one answers or the line is busy, press the receiver button for one second and repeat the steps listed above within two minutes. When you hear two beeps, Call Forwarding has been activated. To deactivate, dial *73. You'll hear two short tones followed by the dial tone.

3-Way Calling

This feature permits a 3-Way conference call. To use three-way calling, place the person you're talking with on hold by pressing the "receiver" or the "flash" button for one second. A dial tone will follow. Call the second person. When you get an answer, press the "receiver" or "flash" button briefly again. All three of you will be connected. When either of the people you called hangs up, you remain connected to the other person. As center of the conference, if you hang up, the conference ends.

Call Return

Use Call Return to automatically dial your last incoming call, whether the call was answered, unanswered, or busy.

To activate, dial *69 and listen for a recording of the last number that was called. To call that number, dial 1. If the number is busy, hang up. Within 30 minutes, during which you can still make and receive calls, a distinctive ring will signal when the number is available. If the 30 minutes pass without the distinctive ring, Call Return is deactivated. To deactivate while waiting for the party you are trying to reach to become available, dial *89. This returns your service to normal.* If the incoming call was made from a cell phone, you will get a fast-busy signal and will be unable to connect.

Anonymous Call Rejection

Anonymous Call Rejection blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will not be blocked. To activate, dial *77. Two beeps tell you Anonymous Call Rejection is turned on. To turn off, dial *87, and listen for two beeps to tell you it has been turned off.

Caller ID

Caller ID allows you to see who's calling before you answer the phone.

After the first ring, the information of the person calling you automatically appears on your Caller ID screen.

- If you see "Private" or "P," the caller may have blocked the display of their information by pressing *67 before placing the call.
- If you see "unknown name," "unknown number," "out of area" or "O," the caller is in an area that does not support Caller ID.
- You must have a Caller ID display telephone or an add-on display unit to enable Caller ID.

Caller ID Block

To block your identity from being displayed on the Caller ID system of the person you are calling, press *67 before placing the call. You must do this each time you wish to block your identity. You can enable Caller ID Block on all outbound calls for an additional charge by calling us at 1-855-4WOW-WAY (1-855-496-9929).

Caller ID Unblock

To temporarily display your identity on the Caller ID system of the person you are calling, press *82 before placing the call. You must do this each time you wish to display your identity.

Caller ID for Call Waiting*

When you're on the phone and another call comes in, Caller ID for Call Waiting will allow you to see who is trying to reach you. It displays in the same way you would see an identifier for a caller if the phone were not being used.

**Results of this feature may vary depending on the type of Caller ID equipment you own.*

Repeat Dial

Repeat Dial is a service that repeatedly redials a busy number for you until the call goes through. You will be notified by a special ring and can simply pick up the receiver to put the call through. To activate Repeat Dial, pick up the receiver and dial *66. After the recording tells you Repeat Dial is activated, hang up. As Repeat Dial keeps calling, you can still use your phone as usual. A distinctive ring means the line you're redialing is free. Pick up and the number you want will be ringing. Repeat Dial can monitor more than one busy number at a time, with distinctive rings used for each (Caller ID also shows which number has been reached). If you hear a fast busy signal or an announcement that the call cannot be completed, then the number is either invalid/not working, or has activated Call Forwarding. Repeat Dial deactivates automatically if you do not get through within 30 minutes. To deactivate Repeat Dial manually, listen for a dial tone and dial *86. Listen for the announcement.

Selective Call Rejection*

Selective Call Rejection allows you to screen calls from up to 12 numbers that you specify. Selective Call Rejection cannot be used with cell phones, pay phones, virtual numbers or toll free numbers.

To activate or deactivate Selective Call Rejection:

1. Listen for a dial tone.
2. Dial *60.
3. Listen to the ON/OFF announcement.
4. To turn the feature ON or OFF, press 3.

To program a number:

1. Listen for a dial tone.
2. Dial *60.
3. Press #.
4. Wait for the tone.
5. Enter the selected phone number.
6. Press # again.
7. Hang up.

To add the number of the last incoming call to the list:

1. Listen for a dial tone.
2. Dial *60.
3. Dial #01#.

To remove or hear the phone numbers on your list:

1. Listen for the dial tone.
2. Dial *60 and listen for the instructions.

NOTE: If one of your Selective Call Rejection numbers is also on another Selective Call feature list, you must deactivate Selective Call Rejection before using the other feature.

Selective Call Forwarding

The Selective Call Forwarding feature makes sure you never miss an important call. With Selective Call Forwarding you can forward calls from a list of up to 12 phone numbers to any phone number you choose. Selective Call Forwarding cannot be used with cell phones, pay phones or virtual numbers.

To activate or deactivate Selective Call Forwarding:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. To turn the service on press 3.
5. To Add an entry to the forwarding list press #.
6. To Remove one or more entries from the forwarding list press *.
7. To hear entries on the forwarding list press 1.
8. To repeat instructions dial 0.

To turn the Selective Call Forwarding feature ON for the first time:

1. Listen for a dial tone.
2. Dial *63.
3. Press 3 and then add the phone number that you would like your selected phone numbers forwarded to.
   You will need to add the destination phone number and the specific selected phone numbers to your forwarding list. See details below.

To add the destination phone number you want your calls forwarded to:

1. Listen for a dial tone.
2. Dial *63.
3. Press 3.
4. Enter the destination phone number you would like your calls forwarded to.
5. Press # and the announcement will list the new phone number that your selected calls are being forwarded to.
6. Press 1 to confirm the new destination phone number.
7. If you want to turn the service ON, follow prompts or instructions below to add a phone number to your forwarding list.
8. If you want to keep the feature OFF, hang up.

To change the destination phone number you want your calls forwarded to:

1. Listen for a dial tone.
2. Dial *63.
3. Press 3 and the announcement will list the phone number that your selected calls are being forwarded to.
4. Press 0 to change the phone number you would like your select calls forwarded to.
5. Enter the new destination phone number.
6. Press # and the announcement will list the new phone number that your selected calls are being forwarded to.
7. Press 1 to confirm the new destination phone number.
8. When finished, hang up.

To remove the destination phone number you want your calls forwarded to:
It is not possible to completely remove the destination phone number once the Selective Call Forwarding feature has been activated. As long as Selective Call Forwarding is OFF, selected phone numbers will not be forwarded to the last stored destination phone number. The system will still store the last destination phone number should you decide to turn the feature back on at a later date.

To add a specific phone number to your forwarded list with Selective Call Forwarding OFF:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement. The announcement will indicate how many phone numbers are on your list.
4. Press # to add an entry.
5. Enter the selected phone number you wish to add to your forwarding list.
6. Press # again.
7. The system will confirm the phone number and add it to your forwarding list.
8. If you would like to add another phone number press # and enter the next phone number followed by #.
9. If you do not want to add more entries, hang up.

To add the phone number of the last incoming call to your forwarded list with Selective Call Forwarding OFF:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. The announcement will indicate how many phone numbers are on you forwarding list.
5. Dial #01#.
6. The system will confirm the last phone number received and add it to your forwarding list
7. If you would like to add another phone number press # and enter the next phone number followed by #.
8. If you do not want to add more entries, hang up.

To add a specific phone number to your forwarded list with Selective Call Forwarding already ON:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement. The announcement will indicate how many phone numbers are on your list.
4. Press 1.
5. Press # to add an entry.
6. Enter the selected phone number to be added to your forwarding list.
7. Press # again.
8. The system will confirm the phone number and add it to your forwarding list.
9. If you would like to add another phone number press # and enter the next phone number followed by #.
10. If you do not want to add more entries, hang up.

To add the phone number of the last incoming call to your forwarded list with Selective Call Forwarding already ON:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. The announcement will indicate how many phone numbers are on your forwarding list.
5. Press 1.
6. Dial #01#.
7. The system will confirm the last phone number received and add it to your forwarding list.
8. If you would like to add another phone number press # and enter the next phone number followed by #.
9. If you do not want to add more entries, hang up.

To remove a specific phone number from your forwarded list:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. The announcement will indicate how many phone numbers are on your forwarding list.
5. Press 1.
6. Press the * key to remove one or more entries.
7. Dial the phone number to be removed.
8. Press the * key again.
9. The announcement will confirm the phone number to be removed.
10. When finished, hang up.

To remove all phone numbers from your forwarded list:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. The announcement will indicate how many phone numbers are on your forwarded list.
5. Press 1.
6. Dial *08 to remove all entries.
7. The announcement will confirm that there are no more phone numbers on your list.
8. When finished, hang up.

To review all phone numbers on your forwarded list and delete one or all of the phone numbers on the list:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. The announcement will indicate how many phone numbers are on your forwarded list.
5. Press 1.
6. The announcement will indicate how many phone numbers are on your forwarded list again.
7. The system will repeat all numbers on your list.
8. If you would like to delete a specific phone number from your list at this time dial 07 after hearing the entry and the system will confirm the phone number was removed and continue listing phone numbers.
9. If you would like to delete all phone numbers from your list you may dial 08 at any time.
10. When finished, hang up.

To turn the Selective Call Forwarding feature OFF:

1. Listen for a dial tone.
2. Dial *63.
3. Listen to the ON/OFF announcement.
4. Press 1.
5. Press 3.
6. The system will announce that Selective Call Forwarding is now off.
7. When finished, hang up.

To turn the Selective Call Forwarding feature back ON:

1. Listen for a dial tone.
2. Dial *63.
3. Press 3.
4. The system will announce what destination phone number was previously set up for Call Forwarding.
5. Press 1 if the phone number is correct. Selective Call Forwarding will be turned back on.
6. When finished, hang up.

NOTE: Selective Call Forwarding and Call Forwarding can be available on the same line, but only one can be active at a time. The destination of your Selective Call Forwarding may be local or long distance.

What is Busy Line Verify and Interrupt and how do I use it?
Busy Line Verify and Interrupt is available to WOW! Phone customers attempting to verify if a phone number is busy (in use). There is a charge to use this service.

To request that a telephone number be verified, please follow the steps below:

1. The WOW! Phone customer must dial the operator (0).
2. Upon request the operator will verify the line is busy of the number provided.
3. The operator will relay this information back to the requesting WOW! Phone customer.
4. If the WOW! Phone customer wishes to have the operator interrupt the call, the operator will interrupt the conversation announce who they are and ask if everything is OK. The outcome of the interrupt service is passed back to the requesting WOW! Phone customer. There is an additional charge for the interrupt service.

Voicemail

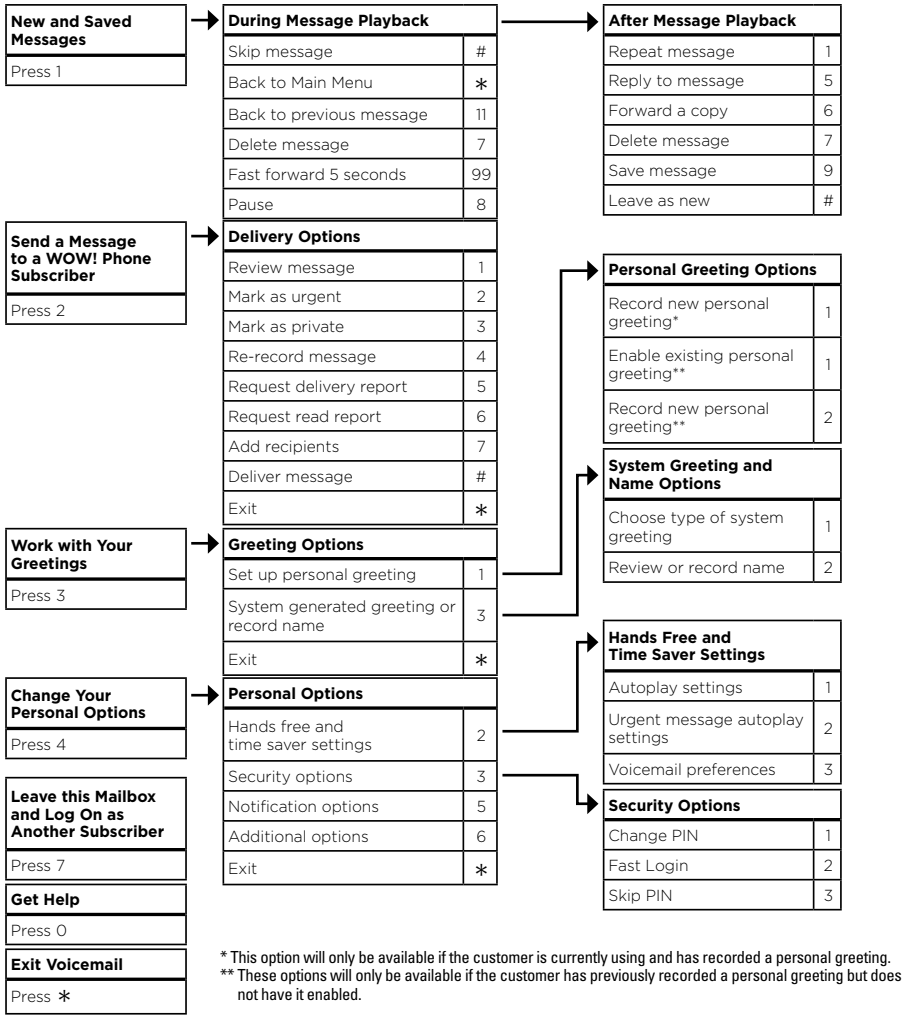
Voicemail is included in the WOW! Phone Advanced Package and may be purchased á la carte with the Essential package. The Voicemail feature includes one voice mailbox.

Note: When you hear a "stutter" dial tone when you first pick your receiver, this is notifying you that you have a voicemail message.

Setting Up Your Voicemail

The first time you call into your WOW! Voicemail, you will need to call from your home phone. Dial your ten digit home phone number, then enter the default password of "1234." Once you enter the system, a tutorial will guide you through the setup of your new voicemail service. You will then be prompted to create a new password, record your name and record your personal greeting.

How do I get access into WOW! Voicemail service?
From home, you can dial either *98 or your ten digit home phone number to enter the voicemail system. You will then be required to enter your password. From a remote location, you can dial your home phone number and press (*) when the voicemail greeting begins to play.



* 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.

How do I know if I have a message?

When you take your WOW! Phone off-hook, you will hear approximately 10 seconds of stuttered tone prior to hearing normal dial tone if there are new messages. You may also be notified visually if you have a phone capable of visual message waiting notification, the message waiting light on your phone will either flash or illuminate, depending on the type of phone you own.

WOW! Voicemail Frequently Asked Questions

How do I set up my WOW! Voicemail service?
The first time you call into your WOW! Voicemail, you will need to call from your home phone. Dial your ten digit home phone number, then enter the default password of "1234." Once you enter the system, a tutorial will guide you through the setup. You will be prompted to create a new password, record your name and record your personal greeting.

How do I get access into my WOW! Voicemail service?
From home, you can dial either *98 or your ten digit home phone number. You will be required to enter your password unless you enable the 'Skip Password' feature. From a remote location, you can dial the Voicemail access phone number provided on the previous page or your ten digit home phone number.

How do I change my voicemail password?
Once in the voicemail system, you'll select 'Personal Options' from the Main Menu, then 'Manage Password'. The prompts will take you through the process of changing your password.

What if I forget my password or enter it incorrectly?
If you forget your password or if the password is entered incorrectly (up to four times) you will need to contact our Customer Care Center at 1-866-4WOW-NOW (1-866-496-9669) to have it reset.

How do I set up my voicemail so that I don't need to enter my password when accessing voicemail from home?
Once in the voicemail system, select 'Personal Options' from the Main Menu, then 'Change Password'. It is important to remember that this feature only allows you to skip entering your password if you are accessing voicemail from home. You will need to enter your password if you're accessing voicemail from any other location.

How do I change my WOW! Voicemail greeting?
Once in the voicemail system, you'll select 'Personal Options', from the Main Menu, then 'Manage Greeting'. The prompts will take you through the process of changing your greeting.

How much voicemail storage space do I have with my WOW! Voicemail service?
You can store up to 30 messages (no longer than 4 min each) for a total of 120 minutes.

How long will I have access to my voicemail messages?
As long as you continue to re-save a message, you will have access to it for an indefinite amount of time.

Is there any way to retrieve voicemail messages that I deleted?
If a message is deleted, it can be retrieved by pressing 9 as long as you remain in the voicemail system. Once you have logged out (hung up) of the voicemail system, your deleted messages are removed completely.

Frequently Asked Questions

What type of calls are included with WOW! Phone?
WOW! Advanced Phone service includes unlimited local and long distance calling as part of your monthly plan. The long distance coverage area includes the continental U.S., Hawaii, Alaska, Canada, Puerto Rico, Guam, Saipan, Northern Marina Islands, and the U.S. Virgin Islands. WOW! Essential Phone includes unlimited local and long distance calling and a per-minute long distance plan. International calls are charged on a per minute rate for all WOW! Phone services.

Can I get more than one phone line with WOW! Phone?
Yes! An additional line may be added to your WOW! Phone account.

Does WOW! provide technical support for WOW! Phone?
Yes. WOW! provides complete support for all of our services and WOW! Phone is no different. Our friendly and professional customer service representatives are available 24 hours a day, 7 days a week and may be reached by calling 1-855-4WOW-WAY (1-855-496-9929). You may also contact us or find answers to many frequently asked questions at wowway.com.

Can I use my calling card for long distance calls with WOW! Phone?
WOW! Advanced Phone includes unlimited long distance calling in the United States for one low monthly price, making it unnecessary to use a calling card from home. However, you may place calling card calls from your WOW! Phone. Charges will apply directly from the company through which you acquired your calling card, and will not appear on your WOW! Phone bill. WOW! does not offer a calling card with WOW! Phone Service.

Will my fax machine work with WOW! Phone?
Yes. Fax machines will work with WOW! Phone as long as they are set to tone dialing.

Will my answering machine work with WOW! Phone?
Yes. Answering machines will work with WOW! Phone.

Will my dial-up Internet service work with WOW! Phone?
WOW! Phone will work with dial-up Internet service. However, WOW! does offer several options for high-speed Internet service. When bundled with our phone and cable TV services, our high-speed Internet may cost less than many dial-up providers.

Will I be provided with a detailed breakdown of my call activity with WOW! Phone?
Yes. For rated calls to an international location, Directory Assistance or Operator Services, you will see the call detail on your monthly statement from WOW!. If you would like to review your local and domestic long distance call detail records, you can access this information online through Account Manager at wowway.com.

What if my phone is not working?
If your phone is not working and you also have WOW! Internet and/or WOW! Cable, please check your other services to see if they are working. If they are also not working, then there may be a cable outage in your area. Please contact WOW! at 1-866-4WOW-NOW (1-866-496-9669).

What should I do if my WOW! Cable TV is working but my phone is not?
If your cable television service from WOW! is working and your phone service is not, please check the following:

- Make sure all phones are hung up properly.
- If you are using a remote or powered phone, check the power or battery status of your phone(s).
- Check the telephone cables to ensure they are connected tightly and the cables are not cracked or broken.

If your phone service is still not working, please try the following steps:
Try plugging a "standard" phone directly into the Telephone 1 connection on the back of the Media Gateway and check for a dial tone. If there is a dial tone, then there may be an issue with the wiring to the phone jack. It is recommended that you leave the phone connected directly to the Media Gateway to place or receive calls until the issue can be corrected.

If you still do not have phone service, it may be that there is an issue with your Advanced Modem. It may be necessary to reset the Advanced Modem.

What happens if I reset the Media Gateway?
If you reset the Media Gateway you will lose connectivity to the Internet and phone service while the Media Gateway reconnects with the WOW! network. This means that if you are using your phone while trying to reset the Media Gateway, your phone call will be disconnected.

911 Information

What is the difference between 911 and E911 service?
Basic 911 service simply connects the caller to a local Public Safety Answering Point (PSAP). Although the call is connected to a dispatcher, the dispatcher may not have all of the caller's information such as name or address. Enhanced 911 (E911) provides a data stream along with the call so that when a customer is connected to a PSAP, the dispatcher has the caller's name and address for faster response. Similar to major phone companies, WOW! Phone provides our users with E911 service.

Does WOW! Phone support E911?
Similar to major phone companies, WOW! Phone provides customers with E911 service so that when their call is connected to the local Public Safety Answering Point (PSAP), their name and address will appear on the dispatcher's screen.

Do I have to do anything to activate the WOW! Phone 911 service?
No! E911 service is a standard feature with WOW! Phone and included in all WOW! Phone packages. Your WOW! Phone number, name and address are provided to your local Public Safety Answering Point (PSAP) through an industry database so that if/when you call 911, you will be connected to your local PSAP immediately and the dispatcher can identify your name and address.

Is 911 active the minute my WOW! Phone service is installed?
Basic 911 service is immediately available upon installation. That is, you may place 911 calls that will be routed to your local Public Safety Answering Point (PSAP) immediately. E911, the customer data including your name and address, however, may not be immediately available. In accordance with industry standards, this information is updated after customer installation. This is so the shared industry database is populated with the most accurate information possible.

Once WOW! sends the information to the industry database, it may take 24 to 48 hours for that database to update and get the information to the local Public Safety Answering Point (PSAP). This is the industry's standard timeframe for updating 911 information when a customer changes phone providers.

Regardless of whether you call 911 one day or one year after your installation, it is important to always identify yourself and your address to the 911 dispatcher.

How reliable is WOW!'s 911 service?
Because WOW! manages 911 call routing and data streaming the same way as other major phone providers, our customers should not have any issues connecting with their local Public Safety Answering Point (PSAP) for 911 services. However, it is important to note that completing phone calls on WOW!'s network is contingent on power. If you are without power, you will most likely not be able to place any phone calls on the WOW! network until power is restored. Similar to cordless phone, the continued use of the phone modem is reliant on a power source.

Will 911 service work if there is a power or cable outage?
WOW!'s VoIP phone service will not function in the event of a power outage, unless the WOW! modem (the EMTA) is equipped with a functioning battery back-up, which will provide power to the EMTA for a limited period of time. It is your responsibility alone and not WOW!'s to obtain and install a backup battery and regularly check the battery indicator lights located on your EMTA and to immediately replace the battery in the event the EMTA indicates "replace battery" or "battery low". If your EMTA is not equipped with a battery back-up, you must at your option provide it and it will remain your responsibility in all respects.