



Quick Reference Guide for Phone

Phone FAQs

Feature availability may depend on the Phone Plan purchased as well as the market being served.

What is Call Waiting and how do you use it?

Call Waiting allows you to hear when another caller is trying to reach you when you are already on another call. When a second call comes in, the caller hears a 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 * 7 0 , wait for a dial tone and dial your number. You must do this each time you wish to cancel call waiting.

What is Call Forwarding and how do I use it?

Call Forwarding 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 * 7 2 . 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 * 7 3 . You'll hear two short tones followed by the dial tone.

What is 3-Way Calling and how do I use it?

This feature permits a 3-Way conference call. To use 3-Way or flash calling, place the person you're talking with on hold by pressing the receiver button for one second. A dial tone will follow. Call a 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.

What is Auto Call Return and how do I use it?

Use Auto Call Return to automatically dial your last incoming call, whether the call was answered, unanswered, or busy. To activate, dial * 6 9 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, Auto Call Return is deactivated. To deactivate while waiting for the party you are trying to reach to become available, dial * 8 9 .

Note: If the incoming call was made from a cell phone, you will get a fast-busy signal and will be unable to connect.

What is Anonymous Call Rejection and how do I use it?

Anonymous Call Rejection blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will be blocked. To activate, dial * 7 7 . Two beeps tell you Anonymous Call Rejection is turned on. To turn off, dial * 8 7 and listen for two beeps to tell you it has been turned off.

What is Caller ID?

Caller ID allows you to see who's calling before you answer the phone. After the first ring, the name and telephone number of the person calling you automatically appears on your Caller ID screen.

Note:

- If you see “Private” or “P”, the caller may have blocked the display of their name and number by pressing * 6 7 before lacing 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.

What is 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 in the same way you would see an identifier for a caller if the phone were not being used.

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

Auto Call Back

Auto Call Back redials a busy number until the line becomes available. While Auto Call Back attempts to reach the called party, you can still use your home phone to place and receive other calls.

Auto Call Back will not work with long-distance, mobile or international numbers.

To Start Auto Call Back

1. Hang up the receiver after you receive a busy signal.
2. Lift the receiver and listen for the dial tone.
3. Press * 6 6 , then hang up the receiver.
4. Auto Call Back will attempt to reach the called party for 30 minutes.
5. When the called party's phone is available your phone will ring.
6. When you pick up your phone the called party's phone will ring and your call will be connected.
7. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To Cancel Auto Call Back

1. Lift the receiver and listen
2. Press * 8 6

What is Selective Call Forwarding and how do I use it?

Selective Call Forwarding makes sure you never miss that 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.

To activate or deactivate Selective Call Forwarding:

- Listen for a dial tone
- Dial * 6 3
- Listen to the ON/OFF announcement
- To turn the service ON/OFF press 3
- To add an entry to the forwarding list press #
- To remove one or more entries from the forwarding list press *
- To hear entries on the forwarding list press 1
- To repeat instructions dial 0

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.

How do I block my identity from Caller ID (Caller ID Block)?

To block your identity from being displayed on the caller ID system of the person you are calling, press * 6 7 before placing the call. Caller ID block is entered one call at a time.

How do I unblock my identity from Caller ID (Caller ID Unblock)?

To temporarily display your identity on the caller ID system of the person you are calling, dial * 8 2 before placing the call. You must do this each time you wish to display your identity.

VoiceMail

VoiceMail is included with Home Phone and Home Phone Plus.

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 PIN of "9 6 9 9 2 9". 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 PIN, record your name and record your personal greeting.

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

Main Menu

New and Saved Messages Press 1	<table border="1"> <tr><th colspan="2">During Message Playback</th></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><th colspan="2">After Message Playback</th></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><th colspan="2">Delivery Options</th></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><th colspan="2">Personal Greeting Options</th></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><th colspan="2">Greeting Options</th></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><th colspan="2">System Greeting and Name Options</th></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><th colspan="2">Personal Options</th></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><th colspan="2">Hands Free and Time Saver Settings</th></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																														
Exit Voicemail Press *																														

* 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.

VoiceMail FAQs

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.

How do I get access into my WOW! VoiceMail service through my phone?

From home, you can dial either * 9 8 or your home phone number. You will be required to enter your PIN unless you enable the "Skip PIN" feature. From a remote location, you can dial your home phone number and press (*) when the voicemail greeting begins to play.

How do I change my PIN for my voicemail?

1. Access voicemail.
2. Press 4 for Personal Options.
3. Press 3 for Security Options.
4. Press 1 to Change PIN.
5. Enter a new PIN between 6-20 digits and press # when finished.
6. Confirm PIN and press # to finish.

What if I forget my PIN or enter it incorrectly?

If you forget your PIN or if the PIN is entered incorrectly (up to three times) you will need to contact us 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 PIN when accessing voicemail from home?

If you do not want to enter your PIN when checking voicemail from your home phone, you can enable the Skip PIN feature.

1. Access your voicemail.
2. Press 4 to Change Your Personal Options.
3. Press 3 for Security Options.
4. Press 3 to change the Skip PIN feature.

Note: If you are checking voicemail from a phone other than your home phone, you will be required to enter your PIN even if Skip PIN is enabled.

How do I change the personal greeting on my voicemail?

1. Access voicemail.
2. Press 3 to work with your greetings from the Main Menu.
3. Press 1 to set up your personal greeting.
4. You will have the following options:
 - Press 1 to record a new personal greeting. This option is available if there is already a personal greeting recorded and in use.
 - Or Press 1 to enable existing personal greeting when a personal greeting has already been recorded but not enabled.
 - Press 2 to record a new personal greeting.

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.