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## **WOW! Internet Reference Guide**

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## Intro to WOW! Internet

Thank you for choosing WOW! Internet. We have designed this User Guide to help you get up and running as quickly as possible. This guide includes an overview of the WOW! Internet service. The main objectives of this guide are to show you:

- An overview of WOW! Internet service.
- Guidelines for use and summary of information/terms.

WOW! offers a virus scanner from the WOW! Customer Home Page at **wowway.net/myaccount** under the WOW! Network tab on the right side of the page. This utility can be run at any time, and will automatically update itself with the latest virus definitions. If you are concerned that your computer may have been infected with a virus, this is a good way to find out. If it does identify a threat on your PC, it will remove it.

In rare cases, WOW! will block an email account if our servers detect that account is sending out virus-infected email. We take this step proactively, to slow or stop the spread of that virus. If your account becomes blocked, you will need to install and run an anti-virus utility, then call us to have the account reinstated. We will need to know what utility you ran and what virus (or viruses) were detected and removed, so make sure you have that information on hand.

## Connecting to WOW! High-Speed Internet

After the cable modem and software are installed in your computer and are working properly, you're ready to start using the Internet.

### Start the Software

First, you need to locate the icon for your preferred browser. It may be inside a folder or on your desktop. Once you've found it, simply double-click the icon and you're on your way to cyberspace!

## How to Register Your WOW! Internet Account

### SELECTING EMAIL ADDRESS AND PASSWORD

To choose your WOW! Internet email address and password, as well as register your account from your home computer, go to [wowway.net/myaccount](http://wowway.net/myaccount) and click on the "Register" link in the WOW! Email box (Figure 1).



Figure 1

Click on the “Register” link and the following screen will be presented (Figure 2).

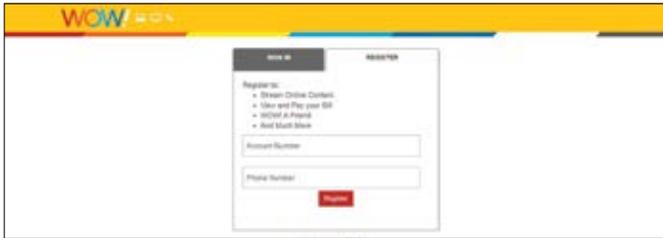


Figure 2

Enter your WOW! account number and the phone number that is associated with your account. Your account number is located on your installation work order. Click “submit.”

Service Agreement	
<b>John Customer</b> 1234 Main Street COLUMBUS OH 43223	Order Date/Time: Order Type: Job Number:
Account Number: 8855530012345678 Home Phone: 614-555-5555 Other Phone: 000-000-0000 Last Pay Date/Am't: 1/01/00 \$0	Current Monthly Rate: N/A Current Balance: \$0.00 Delinquent Balance: \$0.00 Days Delinquent: 0
<b>Current Service Information</b> NOTE	<b>WFO Reason(s)</b> C-CCR SALE #N/A #N/A

Figure 3

Continue to the User Information screen. (Figure 4) In the User Name field you will create the primary WOW! Internet email address associated with this account. For example, if you choose JohnDoe1234, your main WOW! Internet email address will be JohnDoe1234@wowway.com. If the user name is already in use, you will be prompted to select a different user name. Your user name must be at least four characters.

Your password must be at least eight characters. You will also need to choose a security question that you will be prompted to answer if you forget your user name or password. Your answer is case sensitive.

Figure 4

After a successful creation of a user name and password, you will be returned to your WOW! Customer Home Page and you will be logged in. (Figure 5 on the following page.)



## WOW! Customer Home Page

Once logged in, you will be able to access the following applications directly from the WOW! Customer Home Page:

- **WOW! Mail** - allows you to access your WOW! Internet email from any computer with access to the Web
- **My Account** - allows you manage your account settings, manage your bill, and home page settings
- **WOW!-A-Friend** - allows you to refer friends to WOW! and track the status of the referrals

If you prefer to stay logged in indefinitely, you can check the “Remember Me” box to the right of the Login button before you Login (see arrow on Figure 5).

To log out of the WOW! Customer Home Page, click “Sign Out” in the top right corner of the page (see arrow on Figure 5.1).



Figure 5

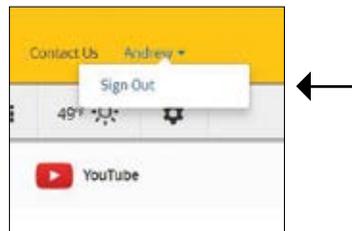


Figure 5.1

## To Begin Using WOW! Internet

Once your Internet connection has been established, you are ready to begin using the WOW! Internet service—your computer is connected all the time!

1. Double-click the Internet Explorer icon on your desktop, or click the Start button, click Programs and click Internet Explorer.
2. Internet Explorer will load and display your home page; usually this will be the WOW! Customer Home Page. See page I-11 for more information on customizing your WOW! Customer Home Page.
3. To make wowway.net/myaccount your home page, select the link at the top of the page called “Make This My Home page.”

# WOW! Email

## Using Multiple Email Accounts

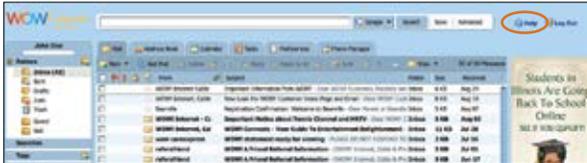
With WOW! Internet you can have up to 7 free email addresses (mailboxes) so that everyone in your house can have their own email address. Each additional mailbox must be associated with the Primary User Account. The Primary User Account can create additional mailboxes via the My Account section at [wowway.net/myaccount](http://wowway.net/myaccount).

WOW! Mail gives you access to your email from any computer that has an internet connection. There is no need to use a separate email program to manage your email. Simply log in to your WOW! Customer Home Page to manage your email, address book, and calendar.

With WOW! Mail you can see your first 3 messages right from your WOW! Customer Home Page. To view the messages simply click on the message and it will open the full featured email page.

## HELP SECTION

More detailed information is available in the help section located in the upper right corner.



## Composing and Sending Email Messages

You can compose and send your email messages as soon as you write them, or you can compose a draft and return to it later to finish and send.

The first step to composing a new message is to click  on the toolbar to open a blank compose page. You can also right-click the name in the Sent By section of an email and select New Email, to open a blank compose page. Depending on your Mail preferences, the blank compose page opens in the Content pane or opens as a separate compose window.

In the Compose window, you enter the email address of the person or persons to whom you are sending the message in the To: field. You can click To to look up a person's email address in order to search through your contacts. To add BCC addresses, click Show BCC next to the Cc: text field in the message header.

You can either compose your message in HTML or in plain text. The default format is configured in your Preferences, General tab. To quickly change the format for this message only, click Options on the compose toolbar and select either HTML or Plain Text.

- Format as HTML lets you format your message with different font styles, create tables, add color, and insert hyper links.
- Format as Plain Text produces text with no style or formatting. Any computer can read this type of message.

You can attach files, including pictures, documents, spreadsheets, audio files to your message.

To compose a new mail message:

1. Click  **New** from the toolbar. The compose page is displayed.
2. If you are not using the default identity, in the Account drop-down list, select the identity (also known as persona) to use.
3. Complete the address, subject line, and body text as needed. Enter the body of the message in the text box below Subject.

To check the spelling in the message, click Spell Check.

To add an attachment, click  **Add Attachment**.

Add your signature. If you have different accounts set up, in the Accounts drop down, select the email address to use for this email. If you have signatures style defined for the account, click Signature on the Compose toolbar to add that signature.

4. Click Send to send the message.

If you don't want to send the message immediately, click Save Draft. The message is saved in the Drafts folder.

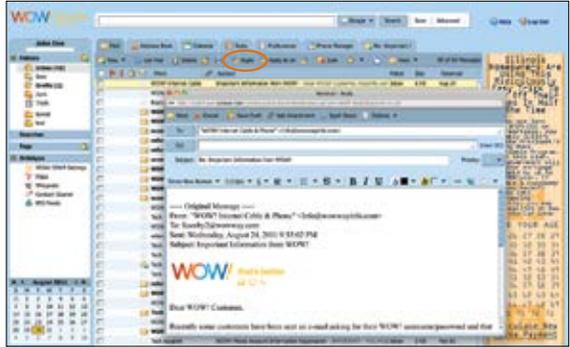
Using Spell Check

1. To check the spelling of your message, click Spell Check, on the toolbar. Words that are unknown to the spell checker are highlighted.
2. Click on a highlighted word. A pop-up displays suggested corrections.
3. Select the correct word. The word is highlighted in another color.
4. To accept your changes and close the spell checker, click on Resume editing.

## Replying to Mail Messages

You can reply to the sender of a message or you can reply to the sender and all recipients of the message.

- Reply replies only to the sender of the original message. It does not include any other addresses that might be in the To: or Cc: fields. Clicking Reply opens a new mail compose page and populates the To: field with the name of the person who sent you the message.
- Reply to All includes all recipients from the previous message. You can use this option if you want everyone who saw the previous message to also see your response.



Using Reply only preserves the body text. Attachments from the original message are not included in the reply.

Clicking Reply or Reply to All opens the Compose page, with the text from the old message preserved. Depending on how you set your user preferences, the text from previous messages may have a character showing the number of previous exchanges that have occurred since this text was written. For example if the reply is part of an ongoing conversation, and you have the option Include original message with this prefix... set to use the > character, the text from each part of the exchange is shown with angle brackets:

- > Previous message
- > > Message before previous message
- > > > And so forth

# Address Book

## Your Address Book

Address Book is where you can store contact details. By default a Contacts and an Emailed Contacts address book are created in Address Book. You can create additional address books and share them with others.

You can add contacts to any of your address books. Only a name is required to create a contact, or you can create detailed contact cards that include full name, multiple email addresses, work, home, and other addresses, phone numbers, and notes about that contact. You can also create group contact lists.

The Emailed Contacts address book is populated when you send an email to a new address that is not in one of your other address books. You can disable this feature from your Preferences, Address Book tab. Remove the check from Settings, Add new contacts to “Emailed Contacts.”

When you compose an email, the auto-complete feature displays a list of names from your address books that match the text you are typing.

## Viewing Your Contact Information

You can view the contact names in a list or as cards. The List view is a vertical list of all of your contacts. The Cards view shows all the information you entered on the contact form.

You can change the view from the Address Book View drop-down.

Complete contact information displays as a tool tip when you pass the mouse cursor over a name in an email message or in the email content view, if that name is in one of your address books.

## Calendar

The Calendar lets you track and schedule your appointments, meetings, and events.

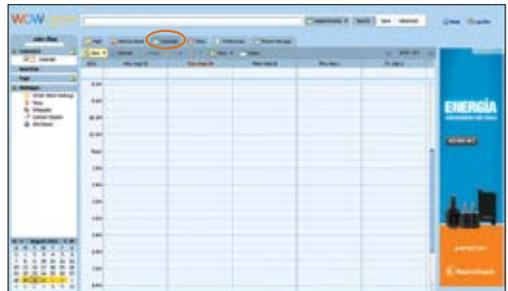
Calendar includes the following features:

- Create different personal calendars.
- Create appointments and schedule meetings and mark them as private or public.
- Create all-day events.
- Use the QuickAdd dialog to quickly create an appointment.
- Display your free/busy status.
- View other peoples free/busy schedules to facilitate group scheduling with other WOW! email users.
- Create recurring appointments.
- View your calendars by various views, including day, 5-day work week, 7-day week, and month.
- Quickly view your calendar schedule for the day from email messages or from the mini-calendar.
- Accept/Tentative/Reject an invitation with one click.
- Share your calendars with other WOW! Webmail users.
- Print your calendars.
- Create and manage multiple calendars.
- Create appointments, meetings, and events.
- Delegate permission to view or manage your calendars.
- Import and export other calendar programs.

To open the Calendar view, select the Calendar tab. The Work Week view is the default and is displayed when Calendar is opened the first time.

You can change which view is displayed when Calendar is opened from the Preferences > Calendar tab.

You can change your view from the Calendar toolbar, to see activities for a day, work week, full week, or month. Changing the Calendar view from the toolbar only changes the view for that session.

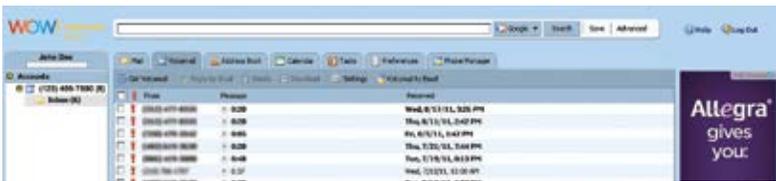


## Preferences

- Manage how your mailbox features work for Mail, Address Book and Calendar.
- Create mail filters.
- Assign shortcut keys to quickly access email folders, saved searches, and tags.



## Voicemail



Listen to, download and delete your voicemail messages, as well as edit your voicemail settings.

- “Get Voicemail” – Updates your Voicemail inbox with new messages. View the phone number, the length of the message and when the message was received.
- “Reply by Email” – If you have an address book entry with the phone number and a corresponding email address, you can reply to a voicemail with an email.
- “Delete” – Deletes the selected message(s).
- “Download” – Downloads the voicemail as a WAV file that you can save on your computer so you can listen to the message offline, anytime.
- “Settings” – Customize the number of rings before calls go to voicemail and reset your Voicemail Password.
- “Voicemail to Email” – Receive your voicemails via email. When you choose to receive voicemail to email the message will be sent as an attachment that you can listen to or save as well as a link to the voicemail message in WOW! Mail. You can add up to 5 email addresses to receive the message.

## Outlook Express Email

This section contains information that will assist you in configuring Microsoft Outlook Express for use with WOW! Internet.

Outlook Express is Microsoft's mail program that will allow you to exchange email messages. Follow the instructions below to set up this program for use with WOW! Internet.

### WOW! Email Settings

#### Forwarding your WOW! Email to an email client

The basic information you will need to set up your email account:

- Type of Incoming email server = POP3
- Incoming: pop3.mail.wowway.com
- Outgoing: smtp.mail.wowway.com
- Outgoing Mail server requires authentication (use same settings as incoming mail should be checked)
- Your account name is the user name you selected for your email address @wowway.com (i.e. HYPERLINK "mailto:UserName@wowway.com"UserName@wowway.com)
- Your account password is the password you selected when you created your email user name and password

## How to Customize Your WOW! Customer Home page

Customizing your portal page allows you to display the content you want on your portal page. You must be logged in to customize your page. To access the customization page, click on the “Personalize this page” button under the “My Account” tab.

Once you are on the personalization page, you can then select which content you would like displayed on your portal page. Once you have finished making your selections, click on the “Finish” button to save them. (Figure 6)



Figure 6

## Welcome to WOW! Home Networking

Because your Media Gateway is also a wireless router, you can use a single WOW! Internet connection to serve your entire household, connecting multiple wireless enabled devices in your home such as laptops and game consoles. For more information on how to configure your wireless network, or connecting devices to your network, see the Wireless Network configuration section of the Media Gateway Hardware chapter. In addition, music, photos or movies stored on a networked computer can be enjoyed on any TV in your house using HomeConnect. For more information on using HomeConnect, see the HomeConnect chapter.

### Home Networking Frequently Asked Questions

#### Is my WOW! Home Network wireless connection secure?

Yes, we will set up WPA encryption when we install your Media Gateway. The Media Gateway also has a built in firewall to further protect your network.

#### How far will my WOW! Internet wireless signal go?

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 Media Gateway. 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.

The wireless signal will typically go through two to three walls before experiencing signal loss. If you have a large home or a home with thick or dense walls, it is suggested that you place the Media Gateway in a high, central location. If you want network access outside, it is suggested you place the Media Gateway near a window. You should also try to keep the Media Gateway away from any large metal objects as these may hinder its range.

#### Can I use WOW! Home Networking with a Macintosh computer?

Yes, WOW! supports connecting a Macintosh computer to the home network as long as it meets minimum system requirements. If you have both Windows-based PCs and Macintosh computers on your home network, file and printer sharing activation between the two are not supported.

#### What are the minimum system requirements for WOW! Home Networking?

For Windows based computers the minimum system requirement is Windows XP SP3 or higher - 32 and 64-bit operating systems. For Macintosh computers the minimum system requirement is Mac OS 10.6 or higher - 32 and 64-bit operating systems.

### **What equipment is supported by WOW! Home Networking?**

WOW! Home Networking will include connecting up to five computers. One computer will be connected via Ethernet cable, and the remaining computers connected via a wireless connection. One network capable printer may also be connected via Ethernet, and file and print sharing may be activated upon request to allow network printer connectivity to a printer already wired/connected to the computer.

WOW! will provide you with the WPA key so you can connect other wireless devices to your network. WOW! does not provide technical support for wireless printers, game consoles, wireless handhelds or sling boxes. WOW! will connect computers that meet the minimum requirements for WOW! Home Networking.

### **Does WOW! provide USB wireless adapters?**

Yes, WOW! offers and installs USB wireless adapters. These adapters are available for purchase from WOW! You must have a free USB port to connect the adapter to, as WOW! will not connect the USB wireless network adapter to a USB hub. Standard installation fees may apply.

### **What can I do if my wireless computers with Windows XP are getting slower than advertised speeds?**

To test if your computer is setup for optimal performance you can visit a third party website to test your settings and to adjust them if needed.

To test your computer:

- 1.** Point your browser to <http://www.dslreports.com/tools>
- 2.** Choose the "Tweak Test."
- 3.** Run the tweak tester and click on results when done.
- 4.** On the results page choose 'cable' for your service and 'normal' for your connection. You will also need to select your operating system and the download speed you subscribe to. Click on 'recommend'.
- 5.** The results page will provide you with recommendations to improve your settings. If changes are recommended you will be given a link to download and run Dr. TCP to make these changes. Note: the RWIN setting that is recommended should be entered in the TCP receive window in the Dr. TCP application.