

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, Cable, 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,
1-855-4WOW-WAY (496-9929)

By email: wow_techsupport@wowinc.com



quick reference guide for internet

Maximize Your Wi-Fi

Many factors impact your Wi-Fi 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 Wi-Fi connection speed.

share with care

Each device in use at the same time shares your total bandwidth. The more devices, the more your Wi-Fi 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 Wi-Fi connected devices (e.g., when you're not using your phone to connect with the Internet, turn off the Wi-Fi 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 Wi-Fi 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 Wi-Fi 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 Wi-Fi 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 Wi-Fi 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 for a speed upgrade?

If your need to connect more users and more devices to your home network is growing, it may be time to upgrade your speed. Visit wowway.com/speeds to verify the speed you need, or contact WOW! at 1-855-4WOW-WAY (496-9929).

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.

to change your email user names and/or passwords:

1. Go to wowway.net.
2. Click on the My Account link at the top of the page and log in.
3. Click on **User Profiles** and then **the account you want to modify**.
4. Choose whether to change your user name or password.

set up your email with Windows mail

1. After downloading and installing Windows Live Mail, open the program and select "Add email" from the left column.
2. Enter your email address and password.
3. Select the "Remember password" option if you do not want to enter your password each time you check your email.

Note: You may prefer to leave the Remember password option unchecked if you share a computer with several users and you want to maintain the privacy of your email.

4. Enter your name in the "Display name for your sent messages" field. This is the display name as you would like it to appear in the "From" field in outgoing emails.
5. Do not check the "Manually configure server settings for email accounts" option.
6. Click the "Next" button.
7. Select the "POP3" option from the incoming "Server type" drop down menu.
8. Enter "pop3.mail.wowway.com" in the Incoming "server address" field and verify that the "Port" field next to the incoming server field has defaulted to "110."
9. Do not select the "Requires a secure connection (SSL)" option.
10. Select the "Clear Text" Authentication using option using drop down menu.
11. Verify the "Login user name" has defaulted to your username (before the @wowway.com)
12. Enter "smtp.mail.wowway.com" in the Outgoing server field and verify the Port field next to the Outgoing server field has defaulted to "587".
13. Do not select the "This server requires a secure connection (SSL)" option.
14. Select the "Outgoing server requires authentication" option.
15. Click the "Next" button.
16. Select the "Set this account as the default mail account" option if you would like this email account to be your default email account.
17. Click the "Finish" button.

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! Cable, make sure your WOW! Cable service is working properly. Turn your TV on to make sure that your cable service is operating properly. A cable outage may affect both your TV and Internet service.
2. Check your cable connections. Make sure the coaxial cable at all insertion points is connected to all devices.

3. Check your Ethernet or USB cable connections. Make sure the cable connections are secure at Ethernet ports or USB connectors.
4. Check and reset your cable modem if necessary. **If you have a WOW! advanced cable 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 cable modem carrier is present. Blinking indicates that Ethernet/USB data is being transferred between the PC and the cable modem.
DATA	Blinks to indicate that there is communication between the modem and the cable network.
CABLE	Solid green indicates correct operation. Blinks rapidly under any of these conditions: <ul style="list-style-type: none"> • The cable modem is booting up and not ready. • The cable modem is scanning the network and attempting to register. • The cable 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 Cable Modem Access Protection is enabled. Note: Once the network successfully registers your cable modem, the POWER and CABLE 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 to the right 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 no 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 wi-fi 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 Wi-Fi 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.