

Table of Contents

WOW! Phone Reference Guide

WOW! Phone Features

Call Waiting	P-2
Call Forwarding	P-2
3-Way Calling	P-2
Auto Call Return	P-3
Anonymous Call Rejection	P-3
Caller ID Name and Number	P-3
Caller ID Block.....	P-3
Caller ID Unblock	P-3
Caller ID for Call Waiting	P-3
Auto Call Back	P-4
Selective Call Rejection	P-4
Selective Call Forwarding.....	P-5
Voicemail.....	P-9
Setting Up Your Voicemail.....	P-9
WOW! Voicemail Frequently Asked Questions	P-11
Phone Frequently Asked Questions	P-13
What type of calls are included with WOW! Phone?	P-13
Can I get more than one phone line with WOW! Phone?.....	P-13
Does WOW! provide technical support for WOW! Phone?.....	P-13
Can I use my calling card for long distance calls with WOW! Phone?	P-13
Do I have to keep the WOW! Advanced Modem in a specific location?.....	P-13
Will my fax machine work with WOW! Phone?	P-13
Will my answering machine work with WOW! Phone?.....	P-13
Will my dial-up Internet service work with WOW! Phone?	P-13
Will I be provided with a detailed breakdown of my call activity with WOW! Phone?	P-14
What if my phone is not working?	P-14
What should I do if my WOW! Cable TV is working but my phone is not?	P-14
What happens if I reset the Advanced Modem?.....	P-14
Arris Advanced Modem Troubleshooting.....	P-15
Arris Advanced Modem with External Battery Power Supply Troubleshooting.....	P-17
WebSTAR Advanced Modem Troubleshooting.....	P-19
911 Information.....	P-21

WOW! Phone Reference Guide

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. Customers with WOW! Internet can also access their voicemails online. For more information see the Quick Reference Guide and Voicemail user guides.

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 * 7 0 , 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 * 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.

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.

Auto Call Return

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 . 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. This service will provide the number of a cell phone caller if it's the last number called, but will not work to Auto Call Return a number to a cell phone.

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 * 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.

Caller ID Name and Number

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 * 6 7 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 * 6 7 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 1-866-4WOW-NOW (1-866-496-9669).

Caller ID Unblock

If you have subscribed to Caller ID Block for All Calls you can display your ID for a call by temporarily displaying your identity on the Caller ID system of the person you are calling, press * 8 2 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.*

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**

Selective Call Rejection*

Selective Call Rejection allows you to screen calls from up to 12 numbers that you specify.

To activate or deactivate Selective Call Rejection:

- 1 Listen for a dial tone
- 2 Dial *** 6 0**
- 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 *** 6 0**
- 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 *** 6 0**
- 3 Dial **# 0 1 #**

To remove or hear the phone numbers on your list:

- 1 Listen for the dial tone
- 2 Dial *** 6 0** 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.

To activate or deactivate Selective Call Forwarding:

- 1 Listen for a dial tone
- 2 Dial *** 6 3**
- 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 *** 6 3**
- 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 *** 6 3**
- 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 * 6 3
- 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 * 6 3
- 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 * 6 3
- 3 Listen to the ON/OFF announcement
- 4 The announcement will indicate how many phone numbers are on you forwarding list
- 5 Dial # 0 1 #
- 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 * 6 3
- 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 * 6 3
- 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 # 0 1 #
- 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 * 6 3
- 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 *** 6 3**
- 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 *** 0 8** 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 *** 6 3**
- 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 **0 7** 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 **0 8** at any time
- 10 When finished, hang up

To turn the Selective Call Forwarding feature OFF:

- 1 Listen for a dial tone
- 2 Dial *** 6 3**
- 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 *** 6 3**
- 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. Need to add directions for Selective Call Acceptance., Remote Access to Call Forwarding, Distinctive Ringing, Need to add FAQ for Robocall Blocking.

Voicemail

Voicemail is included in the Home Phone Plus and may be purchased á la carte with the Home Phone package. Home Phone Plus will include 6 voicemail boxes once the Phone Manager is launched.

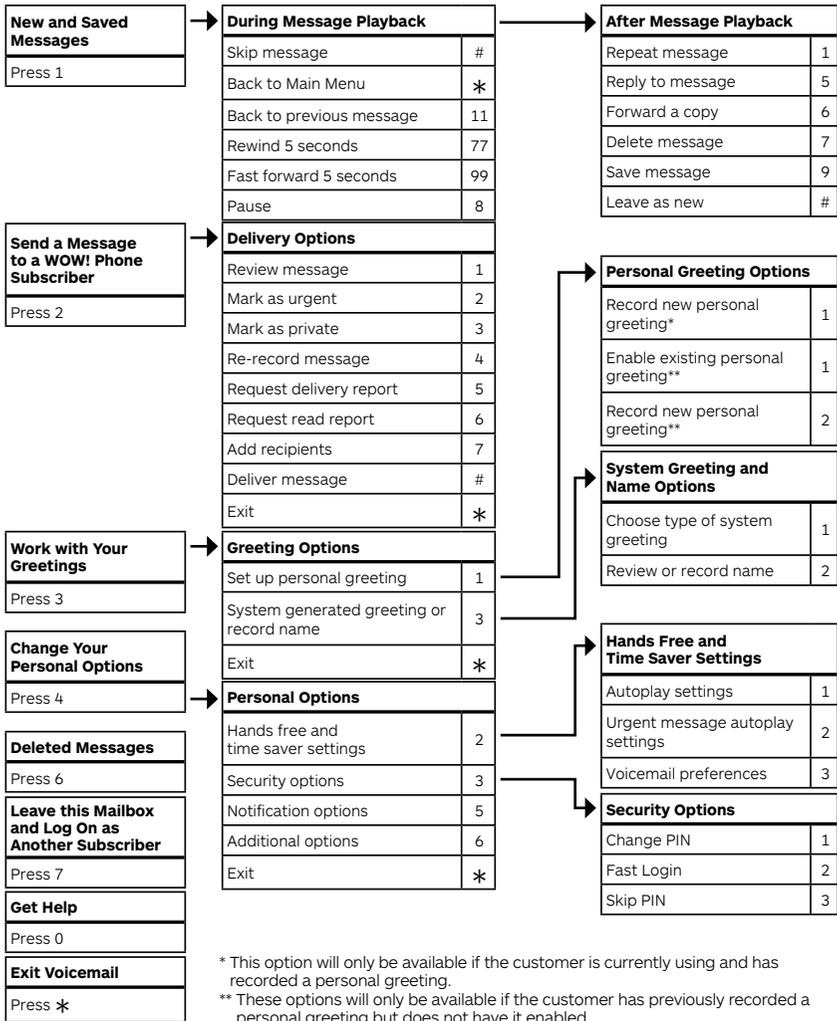
Note: When you hear a “stutter” dial tone when you first pick your receiver, this is notifying you that you have a voicemail message.

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 “**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 password, record your name and record your personal greeting

How do I get access into WOW! Voicemail service?

From home, you can dial either *** 9 8** 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 ten digit home phone number, and press ***** when the voicemail greeting begins to play.



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 “ **9 6 9 9 2 9** ”. 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 *** 9 8** 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 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 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 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.

How much voicemail storage space do I have with my WOW! Voicemail service?

You can store up to 32 messages (no longer than 4 min each) for a total of 240 minutes.

How long are my saved messages kept before being deleted?

Messages will be saved until they are deleted. To avoid having a full voicemail box please make sure to delete old unwanted voicemails. WOW! Internet customers can download and save their messages online in WOW! Mail.

Can I access my voicemail online?

WOW! Phone customers who also subscribe to WOW! Internet can listen to and check their voicemails online through the WOW! Customer Home Page at wowway.net. The online tool also allows you to delete, download, or view information on voicemails. You can also set up to receive voicemails via email.

How do I change my voicemail personal options?

1. Access voicemail.
2. Press **4** for Change Your Personal Options.
3. Press **2** for Hands Free and Time Saver Settings
 - Press **1** to turn the autoplay feature on or off. This feature allows you to go directly to new messages without going to the main menu first.
 - Press **2** to turn the Urgent message autoplay feature on or off. This feature allows only urgent messages to be autoplaid without going to the main menu first.
 - Press **3** for Voicemail preferences.
 1. To manage the header options (phone number, date and time) Press **1**.
 - Press **1** to turn the header on or off.
 2. To manage the body of the message (actual message) Press **2**.
 - Press **1** to turn the body of the message on or off.

Can I skip entering my PIN when accessing voicemail from my home phone?

Yes. You can control the option to require a PIN when you call from your home phone number by following the steps below:

1. Access voicemail.
2. Press **4** to Change Your Personal Options.
3. Press **3** for Security Options.
4. The current status of whether or not the PIN is being skipped is presented.
5. Press to turn the Skip PIN option on or off.

Phone Frequently Asked Questions

What type of calls are included with WOW! Phone?

Home Phone Plus service includes unlimited local and long distance 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. Home Phone includes 100 Min of LD and usage thereafter is \$.05/minute, unlimited local 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 1-866-4WOW-NOW (1-866-496-9669). 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?

Home Phone Plus 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.

Do I have to keep the WOW! Advanced Modem in a specific location?

If you are a current WOW! Internet customer, then the installation will involve replacing the existing high-speed cable modem with a new Advanced Modem. The Advanced Modem should remain with your computer so that you can use it for WOW! Phone as well as WOW! Internet (if you are a current WOW! Internet subscriber). A phone outlet needs to be nearby to complete a typical installation.

If you do not have WOW! Internet, the Advanced Modem should be placed in an area that is easily accessible to a cable connection and a phone jack. The WOW! technician will be able to help you determine the best place to install the Advanced Modem.

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. The Distinctive Ring feature will help you know if the call is from a fax machine as long as you add all numbers from fax machines to the Distinctive Ringing list.

Will my answering machine work with WOW! Phone?

Yes. Answering machines will work with WOW! Phone. Voicemail may answer before an answering machine picks up. To use an answering machine, you can request that Voicemail be turned off.

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 Advanced Modem 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 Advanced Modem 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 Advanced Modem?

If you reset the Advanced Modem you will lose connectivity to the Internet and phone service while the modem reconnects with the WOW! network. This means that if you are using your phone while trying to reset the modem, your phone call will be disconnected.

Arris Advanced Modem Troubleshooting

(see figure 1)

How do I reset the Advanced Modem?

To reset the Advanced Modem, press the recessed reset button with a toothpick, pen tip or other pointed non-metallic object on the back of the Advanced Modem. Once the online light is on solid, connectivity to the network has been restored.

What if I reset the Arris Advanced Modem and I still have no dial tone?

If you have reset the Advanced Modem and still do not have a dial tone, please check the status of the lights (LEDs) on the modem. For normal operation of the Advanced Modem the Power, DS, US and Online lights should all be on solid. The Telephone 1 LED on the back of the Advanced Modem should be on solid if the phone is on the hook. If the LED is flashing check all your phones to see if one is off the hook.

What do the lights (LEDs) mean on the Arris Advanced Modem?

The following table shows the Advanced Modem LED patterns during normal operation. The power LED should always be on during normal operation. If the power LED is flashing, check the AC power cord to see if it is plugged into the modem and wall outlet. Also verify circuit breakers and wall outlet switches are turned to ON. The Link LED only indicates the link status of the Ethernet interface. The USB interface does not use this LED.

What is the Standby button on the Arris Advanced Modem?

The Standby button may be used to disconnect your computer from the Internet when not in use (standby mode enabled). Pressing the button again will reconnect your computer to the Internet (standby mode disabled).

DS	US	Online	Link	Telephone 1/Telephone 2	Battery 1/Battery 2
On = Connected to Internet	On = Connected to Internet	On = Internet available, Standby mode disabled	On = CPE Connected to Ethernet port	On = Service Available phone on hook	On = Battery good
Flash = Not Connected to Internet, Standby mode enabled	Flash = Not Connected to Internet, Standby mode enabled	Off = Internet not available, Standby mode enabled	Off = CPE not connected to Ethernet port	Off = Service not available	Off = Battery bad or missing
			Flash = CPE Activity on Ethernet port	Flash = phone off hook	Flash = Battery low

The Standby button has no effect before the modem has registered on our network. The current Standby mode setting is stored on non-volatile memory. If the Advanced Modem is reset or loses power, it returns to its previous state. The Standby button will not affect the telephone service.



(Figure 1)

How do I remove the battery from the Arris Advanced Modem?

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. To remove the battery from the Advanced Modem, pull down on the latch(s) holding the battery door on the bottom side of the Advanced Modem and pull the door toward you. Set the door aside. Next, pull the battery out of the bay.

Note: The WOW! Advanced Modem may have the capability of holding two batteries. WOW! will only be using one of these battery slots. In these instances it is important that when putting the battery back in to the Advanced Modem, it is returned to the battery slot marked with a one (1).

I purchased a new computer (or completely reloaded my operating system) and I use the USB connection of my Arris Advanced Modem; do I need to do anything special to use my Arris Advanced Modem?

You will need to install the USB drivers for the Advanced Modem if you use the USB connection. For more information about installing the USB drivers, please see the question "How do I install the USB drivers for the Advanced Modem?" below.

How do I install the USB drivers for the Arris Advanced Modem?

The USB drivers for the Advanced Modem are on the CD that accompanies the modem. After ensuring the Advanced Modem has power, proceed as follows:

- 1 Plug the appropriate end of the USB cable into the Advanced Modem and the other end into the computer's USB port.
- 2 Insert the USB Drivers CD into the CD drive on the computer.
- 3 Click the Next button. The wizard prompts you for the location of the drivers.
- 4 Select "Search for a suitable driver...", then click the Next button. The wizard displays a list of search options.
- 5 Make sure the CD-ROM option is selected (checked), then click the Next button. The wizard searches the specified locations, then displays the location and name of the appropriate driver.
- 6 Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.
- 7 Click the Finish button.

Arris Advanced Modem with External Battery Power Supply Troubleshooting

(see figure 2.1 and 2.2 on the following page)

What do the lights (LEDs) mean on the advanced modem?

The following table shows the advanced modem LED patterns during normal operation. The power LED should always be on during normal operation. The Link LED only indicates the link status of the Ethernet interface. The USB interface does not use this LED.

DS	US	Online	Link	Telephone 1/Telephone 2
On = Connected to Internet	On = Connected to Internet	On = Internet available, Standby mode disabled	On = CPE Connected to Ethernet port	On = Service Available
Flash = Not Connected to Internet, Standby mode enabled	Flash = Not Connected to Internet, Standby mode enabled	Off = Internet not available, Standby mode enabled	Off = CPE not connected to Ethernet port	Off = Service not available
			Flash = CPE Activity on Ethernet port	Flash = phone off hook

What do the lights (LEDs) mean on the PowerShield?

AC	Output	Battery
Green = Indicates the power supply is on house power	DC output is provided by the battery or house power	Battery good
Yellow=Indicates the power supply is on battery power		Replace battery

24W 12VDC NA3 Desktop Power Supply unit?

How do I remove the battery from the PowerShield 24W 12VDC NA3 Desktop Power Supply unit?

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. To remove the battery from the standalone unit, pull open the door on the front of the unit. Push the battery release lever to the right. With your other hand, pull firmly on the battery strap to release the battery.

How do I replace the battery if “Replace Battery” light is on?

To replace the battery in your advanced modem, please call WOW! at 1-866-4WOW-NOW (1-866-496-9669).

(Figure 2.1)
Advanced
Modem



(Figure 2.2)
External
Battery
Power Supply



WebSTAR DPX2203CTM Advanced Cable Modem Troubleshooting

(see figure 3, page P-20)

How do I reset the Advanced Modem?

To reset the advanced modem, press the recessed reset button with a pen tip or other pointed non-metallic object on the back of the advanced modem. Once the online light is on solid, connectivity to the network has been restored. If you have reset the advanced modem and still do not have a dial tone, please check the status of the lights (LEDs) on the advanced modem. For normal operation of the advanced modem the Power and Cable lights should be on solid. The Send and Receive lights will flash intermittently. The Telephone 1 LED on the front of the advanced modem should be off if the phone is on the hook. If the LED is on, check all your phones to see if one is off the hook.

What do the lights (LEDs) mean on the Advanced Modem?

The following table shows the advanced modem LED patterns during normal operation. The Power LED should always be on during normal operation. The Link LED only indicates the link status of the Ethernet interface. The USB interface does not use this LED.

Receive	Send	Cable	PC	Telephone 1/Telephone 2	Battery Lights
Flash = Normal Traffic Flow	Flash = Normal Traffic Flow	On = Internet available	On = CPE Connected to Ethernet port	On = Service Available phone on hook	Battery Low = Recharge battery soon.
		Off = Internet not available	Off = CPE not connected to Ethernet port	Off = Service not available	Replace Battery = Battery expired. Please replace battery.

How do I remove the battery from the Arris Advanced Modem?

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. To remove the battery from the advanced modem, press front panel as indicated above the WebSTAR logo and the door will pop open. Next pull battery firmly by the strap and remove.

How do I replace the battery if “Replace Battery” light is on?

To replace the battery in your advanced modem, please call WOW! at 1-866-4WOW-NOW (1-866-496-9669).

How do I install USB drivers for the WebSTAR modems?

Follow these steps to install the WebSTAR cable modem USB drivers.

1. Insert the USB Cable Modem Driver Installation Disk into the CD-ROM drive of your PC.
2. Wait for the Power and Cable indicators on the cable modem to illuminate solid green; then plug the USB cable into the USB port on your PC.
Result: Found New Hardware Wizard window opens
3. In the Found New Hardware Wizard window, select Install from a list or specific location (Advanced) and then click Next.
4. In the Found New Hardware Wizard Window, select Search removable media (floppy, CD-ROM), and then click Next.
Result: The Hardware Installation window opens
5. In the Hardware Installation window, click Continue Anyway to continue the installation.
Result: The Found New Hardware Wizard reopens with a message that the installation has finished.
6. Click Finish to close the Found New Hardware Wizard window.
Result: the USB drivers are installed on your PC and your cable modem is now ready for use.

(Figure 3)

WebSTAR Modem



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 exact street 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.