

# table of contents

## phone

Product Overview .....	P-1
Long Distance Carrier Options.....	P-1
SmartChoice .....	P-1
Local Telephone Service.....	P-1
Phone Service Limitations and Restrictions.....	P-2
411.....	P-2
Calling Features.....	P-3
Florida Customers May Be Eligible for the Lifeline Program.....	P-3
Custom Calling Features .....	P-4
Anonymous Call Rejection .....	P-4
Automatic Callback .....	P-4
Automatic Recall .....	P-4
Caller ID .....	P-5
Caller Block .....	P-5
Call Forwarding .....	P-5
Call Waiting .....	P-5
Distinctive Ring / Call Waiting Tone .....	P-6
Selective Call Acceptance .....	P-6
Selective Call Forwarding .....	P-7
Selective Call Rejection .....	P-7
Speed Calling .....	P-8
Three-Way Calling .....	P-8
Voicemail .....	P-9
Using Your WOW! Voicemail .....	P-9
Voicemail Menu Guide .....	P-10
Main Menu .....	P-10
Troubleshooting .....	P-12

# WOW! phone

Our clear, fiber-optic connection delivers digital sound quality on all phone calls.

## **We provide a full range of services and features:**

- Local and long distance phone service.
- Long distance calling plans designed to fit your calling needs — including our popular Unlimited Nationwide Long Distance.
- Reliable clear connection.
- Keep your current telephone number.
- Over twenty calling features, including voicemail, call waiting, caller ID and more.
- All services on one convenient bill — including cable television and Internet.
- 24/7 support when you need it.

## **Long Distance Carrier Options**

Thank you for choosing WOW! for your local telephone service. If you selected WOW! as your long distance provider as well, just sit back and enjoy the savings! If you've selected another long distance provider, you will need to contact the long distance provider directly to establish your account and select a rate plan. It is important to contact your long distance provider even if you have not changed long distance carriers.

Failure to properly notify your long distance carrier will result in extremely high *casual calling* rates. You can avoid these charges by contacting your long distance provider, notifying them of the change in your local service provider and establishing/confirming your long distance rates.

## **SmartChoice**

Our SmartChoice package includes Unlimited local and nationwide calling in the continental U.S., in addition to all the Custom Calling features and voicemail for one low price. All calls to Canada, Alaska, Hawaii, US Virgin Islands, Guam, Puerto Rico, Saipan and Northern Mariana Islands are included at no additional charge.

## **Local Telephone Service**

Talk about great telephone service! When switching to WOW! you can keep your current telephone number. Plus, WOW! offers an advanced interactive voicemail system and all the calling features you know and love.

## Phone Service Limitations and Restrictions

In some of our service areas, we offer interconnected voice over IP (VoIP or broadband enabled) phone services. Our VoIP phone services have certain limitations and restrictions that do not generally apply to traditional circuit switched phone services.

**PHONE SERVICE E911 ADVISORY.** WOW!'S VOIP PHONE SERVICE ALLOWS YOU TO ACCESS E911 SERVICES. YOU WILL NOT BE ABLE TO ACCESS E911, HOWEVER: (I) IN THE EVENT OF A POWER OUTAGE; (II) IN THE EVENT OF A NETWORK OUTAGE; OR (III) DURING PERIODS WHEN YOUR BROADBAND CONNECTION IS UNAVAILABLE. YOU SHOULD NEVER MOVE THE LOCATION OF YOUR WOW! PROVIDED ADVANCED MODEM WITHOUT NOTIFYING US. THE ADDRESS ASSOCIATED WITH AN E911 CALL IS THE AUTHORIZED ADDRESS WHERE WOW! SERVICE WAS ORIGINALLY PROVIDED. IF YOU MOVE THE ADVANCED MODEM FROM THE ORIGINAL SERVICE LOCATION, A CALL TO E911 USING THAT MODEM WILL STILL IDENTIFY THE ORIGINAL SERVICE LOCATION. YOU ARE AWARE THAT THERE MAY BE A DELAY OF AT LEAST ONE BUSINESS DAY AFTER INSTALLATION OF SERVICE FOR E911 SERVICE AVAILABILITY.

**EMTA BATTERY.** 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 or other power source. It is your responsibility alone and not WOW!'s to obtain and install a backup battery or other power source and regularly check the battery indicator lights located on your EMTA and to immediately replace the battery or other power source in the event the EMTA indicates "replace battery" or "battery low". WOW! offers new residential customers the option to purchase a battery for your EMTA. If you purchase a backup battery from WOW!, the expected stand-by duration of power is 8 hours, but the talk time is significantly less than that, so you should minimize talk time during any extended power outage. The battery will not power your cordless phone (or your internet services). For best results, batteries should be stored at temperatures that do not exceed 77°F (25°C). Improper storage will reduce battery life. Please call us or consult our complete backup power notice that has been provided to you for backup power options. YOU AGREE TO ASSUME ALL RISK AND LIABILITY ASSOCIATED WITH OBTAINING, INSTALLING AND MONITORING YOUR BATTERY, AND OBTAINING AND INSTALLING A NEW BATTERY TO REPLACE AN INOPERABLE OR LOW FUNCTIONING BATTERY. **THERE MAY BE A DELAY IN FULFILLMENT OF BATTERY ORDERS BY WOW!.** When our technicians install your service, we will at your request assist with the installation of a battery that you have purchased from sources other than WOW!. If you elect to have backup power installed by us, there may be additional service charges for the backup power installation, and costs of equipment and labor.

### 411

Dial 411 for directory assistance for all of USA and Canada. Charges will apply.

## Calling Features\*^

- Anonymous Call Rejection
- Automatic Call Back
- Automatic Recall
- Call Block
- Call Forwarding
- Call Waiting
- Caller ID
- Distinctive Ring and Call Waiting Tone
- Intelliring
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Speed Calling (1-Digit)
- Three-Way Calling

## Florida Customers May Be Eligible for the Lifeline Program\*

Individuals and families who live in the WOW! Panama City and Pinellas County communities and receiving assistance benefits or have a low or fixed income may be eligible to receive discounted telephone service.

*\*Services vary by region. Not available in Pinellas*

*^ SmartChoice Phone subscription needed to receive features.*

# custom calling features

## Anonymous Call Rejection \* 7 7

Let's you refuse calls from anyone who has blocked their telephone number.

### To use this feature:

1. It's easy to activate and start blocking anonymous calls. Simply lift the receiver and press \* 7 7 .
2. When someone calls you from a blocked line and you have Anonymous Call Rejection activated, your phone doesn't ring. Instead, the caller hears this message: *The party you are calling does not accept blocked calls.*
3. To deactivate Anonymous Call Rejection, pick up the receiver and press \* 8 7 .
4. You can turn Anonymous Call Rejection on or off any time you want. After pressing either \* 7 7 or \* 8 7 you will hear an interrupted dial tone to let you know you've successfully activated or deactivated the service.

## Automatic Callback \* 6 6

Automatically redials the last number you attempted to call. If the called line is busy, the feature will continue to check the line for 30 minutes.

### To use this feature:

1. When you hear a busy signal, press the switch-hook (or *Flash*). Listen for a special dial tone. (If you have already hung up, pick up the handset and listen for a regular dial tone.)
2. Press \* 6 6 . If the line is still busy, hang up and your phone will check the number for 30 minutes. A special callback ring alerts you that the called party's line is free.
3. Pick up the handset to complete the call.
4. To cancel, press \* 8 6 .

## Automatic Recall \* 6 9

Redials the last number that called you.

### To use this feature:

1. Pick up the handset and listen for a dial tone.
2. To hear the last caller's number, press \* 6 9 .
3. To then return the call, press 1 .

## Caller ID

The Telephone display screen will show you the caller's name and telephone number, usually after the first complete ring. The service also provides the date and time of each call. There are no starcodes ( \* ) needed to activate or deactivate this feature.

## Caller Block \* 6 7

Allows you to block your name and telephone number from appearing on the Caller ID box of the called party.

### Per Call Blocking:

Dial \* 6 7 before you dial your outgoing telephone number. This action will block your number for that particular call. The person you have called will not be able to see your number displayed on their telephone display screen. Instead a *P* or *Private* will be displayed.

### Per Line Blocking:

If you subscribe to this feature, the blocking will be automatically placed on all your calls. You can cancel the blocking on a per call basis by dialing \* 8 2 before dialing an outgoing number.

## Call Forwarding \* 7 2

Allows you to forward all of your calls to another number such as your cell phone.

### To Activate:

1. Dial \* 7 2 immediately followed by the number to forward to (there is no confirmation tone after dialing the access code). You may forward to a local, long distance or mobile number.
2. To verify Call Forwarding is in effect, dial \* 7 2 from a touch-tone phone. A busy signal or error announcement confirms that Call Forwarding is in effect.

### To Deactivate

1. Dial \* 7 3 .

## Call Waiting

Allows you to never miss a call.

### To use this feature:

1. When you hear the Call Waiting tone, quickly press and release the switch-hook or *Flash* key to put the first call on hold and answer the second call.
2. Press the switch-hook again to switch between callers.
3. To remove one party, simply hang up.

## Distinctive Ring / Call Waiting Tone \* 6 1

Enables subscriber to have a distinctive ring tone for incoming calls from selected numbers. Also includes distinctive tones on Call Waiting for numbers selected for priority call.

### To use this feature:

1. Turn Distinctive Ringing ON or OFF by pressing \* 6 1 .
2. Listen for announcement telling you whether the feature is ON or OFF. The recorded voice will then tell you how many numbers are currently stored on your list.
3. Dial 3 and follow voice instructions to turn feature ON or OFF.

### Programming the list of special numbers:

- Press # 0 1 # to add the last caller to your list.
- To add numbers, press # .
- To remove numbers, press \* .
- To hear a list of telephone numbers on the list, dial 1 .

## Selective Call Acceptance \* 6 4

Allows only calls from certain telephone numbers to ring the phone.

### To use this feature:

1. To turn Selective Call Acceptance ON or OFF, press \* 6 4 .
2. Listen for an announcement telling you whether the feature is currently ON or OFF. The recorded voice will then tell you how many numbers are currently stored on your acceptance list.
3. Dial 3 and follow the voice instructions to turn ON or OFF.

### Programming the list of special numbers:

- To add the last caller, press # 0 1 # .
- To add a number, press # .
- To remove a number, press \* .
- Dial 1 and listen to voice instructions.

Callers who are not on your list will be sent to your voicemail if you subscribe to voicemail.

## Selective Call Forwarding \* 6 3

### To use this feature:

1. To turn Selective Call Forwarding ON or OFF, press \* 6 3 .
2. Listen for the announcement telling you whether the service is ON or OFF. The recorded voice will then tell you how many numbers are currently stored on your forward list.
3. Follow the voice instructions and dial 3 to turn the service ON or OFF.

### Programming the Forward-To number:

The first time you turn on the service, you will be asked to enter the number to which you would like your special calls forwarded. The system will simply remind you of the current *Forward-To* number.

- Press 1 if current number is correct
- Press 0 if you wish to change the number

### Programming Forwarding numbers:

- To add the last caller to your list, press # 0 1 # .
- To add a number, press # .
- To remove a number, press \* .

## Selective Call Rejection \* 6 0

### To use this feature:

1. To turn Selective Call Rejection ON or OFF, press \* 6 0 .
2. Listen for an announcement telling you whether the service is currently ON or OFF. The recorded voice will then tell you how many numbers are currently stored on your rejection list.
3. Follow the voice instructions and dial 3 to turn the service ON or OFF.

### Programming your list of numbers to reject:

- To add the last caller to your forward list # 0 1 # .
- To add a number press # .
- To remove a number press \* .
- To hear your rejection list press 1 .

When someone calls if your service is turned on, calls from numbers on the rejection list will hear an announcement that your number is not accepting calls at this time.



## Speed Calling \* 7 4

Simplifies dialing for frequently called local or long distance calls.

### To use this feature:

Dial the one-digit speed code number ( 2 – 9 ) and then # . The call will automatically be dialed.

### Setting up Speed Dial Numbers

1. Dial \* 7 4 .
2. Dial one of the eight, one-digit speed codes 2 – 9 , followed immediately by the phone number to which the speed dial code maps.
3. Listen for the two-beep confirmation tone.
4. Hang up.

## Three-Way Calling

To add a third party to an active call, press the switch-hook and then dial the third party's number. If the third party answers, press the switch-hook again to add both of you to the original call, connecting all three parties. If the third party does not answer or their line is busy, press the switch-hook twice to rejoin the original call. If you hang up you will receive a ring back reminding you that the original call is still on hold, and can rejoin the call by picking up the phone.

# voicemail

## Using Your WOW! Voicemail

With your WOW! Voicemail, you can customize your voicemail options, including your greeting, personal name, and a number of settings that make using voicemail more convenient. To access your voicemail from home, dial \* 9 8 .

### Remote Access:

From a remote location, you can dial your ten digit home phone number and press (\*) when the voicemail greeting begins to play.

Your mailbox is now active and able to accept messages. When you sign in to your new mailbox for the first time, you must perform the initial setup.

The first time you sign in you will be asked to change your PIN, record your greeting and then record your name.

**Your default Voicemail PIN is 969929.** You can change this PIN at any time.

### Changing your PIN:

You are first prompted to enter a new PIN, and then you are asked to confirm it by re-entering it. You can press the \* key to cancel your PIN setup at any point. If you do so, you return to the beginning of the PIN set up process. Once you have successfully changed your PIN, you are prompted to record your greeting.

### Recording your greeting:

Your personal greeting must be longer than two seconds and shorter than thirty seconds. If your recording is shorter than two seconds, you will be prompted to re-record your greeting. Once you have recorded your greeting, it is played back to you.

- To change your greeting, press 3 then 1 .
- To keep your greeting, press # .

Once you have accepted your greeting, you are prompted to record your name.

### Recording your name:

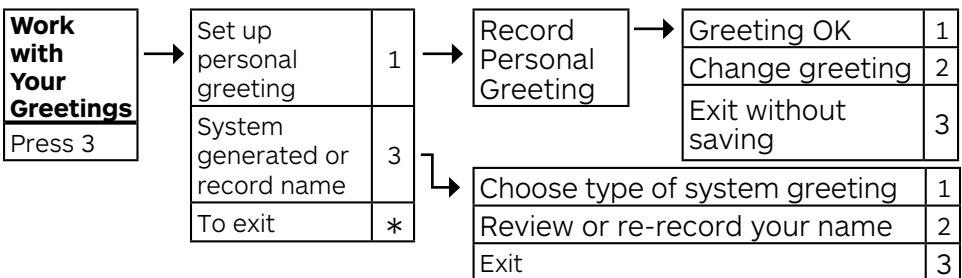
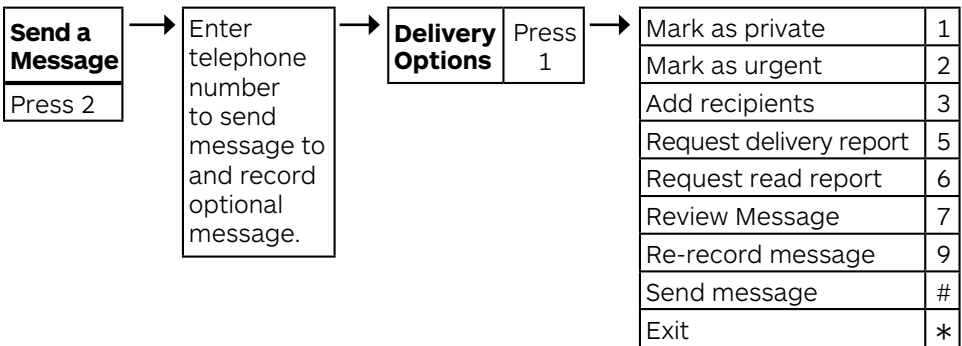
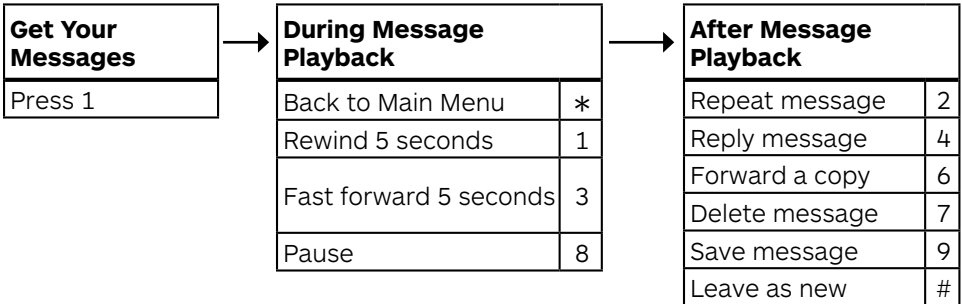
You must take less than ten seconds to record your name. If your recording is longer than ten seconds, you are prompted to re-record your name. Once you have recorded your name, it is played back to you and you are provided with options to keep or change it.

- To change your recorded name, press 3 then 3 .
- To keep your recorded name, press # .

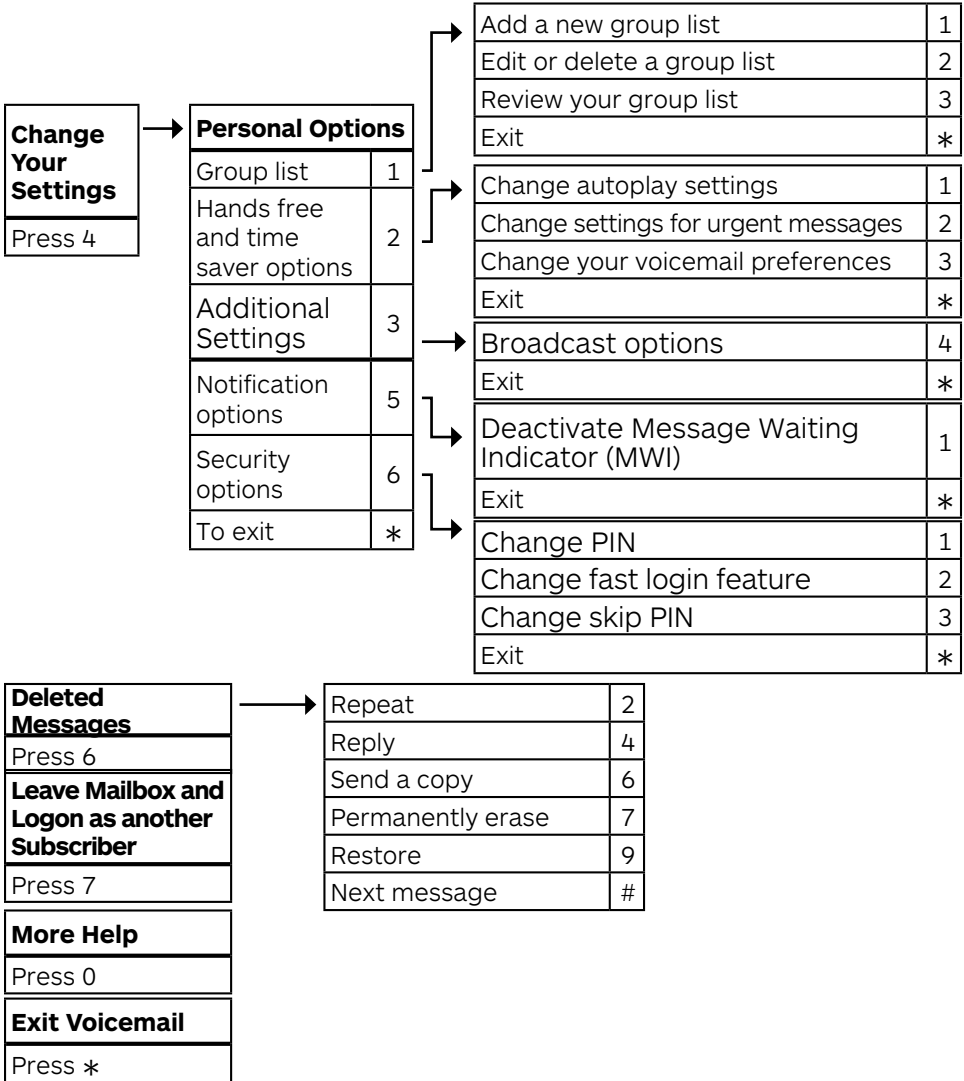
Once you have completed recording your name, you are redirected to the main menu.

# voicemail menu guide

## main menu



## main menu continued



\* Group greeting and mailbox options only appear when secondary mailboxes are ordered. Group greeting must be enabled to add and access secondary mailboxes. Secondary mailbox PIN's are automatically generated when mailbox is added by the customer.

# troubleshooting

**No dial tone? Most of the time what causes a no dial tone issue is a cordless phone. Sometimes the batteries are going bad or they don't release the line after a call. Here's what you can do:**

- Unplug all the phone cables from the wall.
- Unplug all power cables from the outlet.
- Reconnect the power cable and phone cables for one phone at a time to see if you have dial tone.
- If this doesn't work, contact us, and we'll get your phone system working again. Contact information is located at the back of this guide.