

WOW! Voicemail Quick Reference Card



Voicemail is included with WOW! Advanced Phone service and may be purchased à la carte with WOW! Essential Phone service. The Voicemail feature includes one voice mailbox.

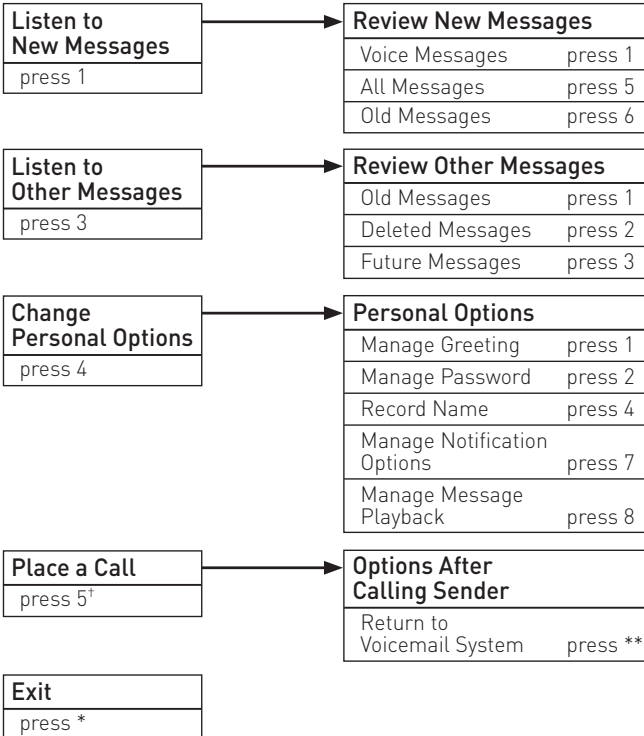
Setting up your Voicemail

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 "1234". 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.

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.

Voicemail Access Phone Numbers

Cleveland	(440) 973-4WOW (4969)
Columbus	(614) 396-MAIL (6245)
Evansville	(812) 401-MAIL (6245)
Illinois	(630) 219-MAIL (6245)
Michigan	(248) 439-MAIL (6245)



[†]Will only return local calls.

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WOW! Voicemail Frequently Asked Questions

Q: How do I set up my WOW! Voicemail service?

A: The first time you call into your WOW! Voicemail, you will need to call from your home phone. You can access the voicemail system by dialing your home phone number, *98. After 4 rings, a default message will start. Once this message starts, press "*" enter "1234" then press "#". You will then hear a "Welcome" message where you'll be prompted to change your password, record your name and record your personal greeting.

Q: How do I know if I have a message?

A: 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.

Q: How do I get access into my WOW! Voicemail service?

A: From home, you can dial either *98 or your home phone number to enter the voicemail system. You will be required to enter your password unless you enable the "Skip Password" feature. From a remote location, you can dial your home phone number or the voicemail access phone number, provided on the reverse side.

Q: How do I change my voicemail password?

A: Once in the voicemail system, select "Personal Options" from the Main Menu, then "Manage Password". The prompts will take you through the process of changing your password.

Q: What if I forget my password or enter it incorrectly?

A: If you forget your password or if the password is entered incorrectly (up to four times) you will need to contact us at 1-866-4WOW-NOW (1-866-496-9669) to have it reset.

Q: How do I set up my voicemail so that I don't need to enter my password when accessing voicemail from home?

A: Once in the voicemail system, select 'Personal Options' from the Main Menu, then 'Change Password'. It is important to remember that this feature only allows you to skip entering your password if you are accessing voicemail from home. You will need to enter your password if you're accessing voicemail from any other location.

Q: How do I change my WOW! Voicemail greeting?

A: Once in the voicemail system, select "Personal Options" from the Main Menu, then "Manage Greeting". The prompts will take you through the process of changing your greeting.

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

A: You can store up to 30 messages (no longer than 4 minutes each) for a total of 120 minutes.

Q: How long will I have access to my voicemail messages?

A: As long as you continue to re-save a message, you will have access to it for an indefinite amount of time.

Q: Is there any way to retrieve voicemail messages that I deleted?

A: If a message is deleted, it can be retrieved by pressing 9 as long as you remain in the voicemail system. Once you have logged out (hung up) of the voicemail system, your deleted messages are removed completely.