



WOW! INTERNET QUICK REFERENCE GUIDE

Thank you for subscribing to WOW! Internet.

We value you as a customer, and we want to make your Internet experience an enjoyable one.

In this manual you will find answers to Frequently Asked Questions, useful information on e-mail setup and maintenance, and tips for troubleshooting your WOW! Internet service.

Again, thank you for choosing WOW! Internet, and welcome!

Colleen Abdoulah
WOW! President and CEO

WOW! ACCOUNT INFORMATION

Use this area to record important information regarding your WOW! Internet service.

Information	Source	Entry
Account Number	16-digit account number on work order or WOW! bill (begins with 8855)	
Primary e-mail address/ User name	Select upon registration	
Password	Select upon registration	
Incoming POP3 mail server	WOW! Internet	pop3.mail.wowway.com
Outgoing SMTP mail server	WOW! Internet	smtp.mail.wowway.com
News server	WOW! Internet	news.wowway.com
Modem brand and model	See manufacturer's literature	
Computer brand and model	See manufacturer's literature	
Processor type and speed	See manufacturer's literature	
RAM size	See manufacturer's literature	
Operating system	See manufacturer's literature	

WOW! CONTACT INFORMATION

By phone: WOW! Internet Technical Support: 1-866-4WOW-NOW (496-9669)

By e-mail: wow_techsupport@wideopenwest.com

WOW! ACCOUNT INFORMATION

Your computer must meet the minimum requirements below to run WOW! Internet

Requirements	Minimum for PC	Minimum for Macintosh
Processor	133 MHz	Power PC
RAM	64 MB	64MB
Hard Drive Space	150 MB	100 MB
Disk Drive	CD Rom	CD Rom
Operating System	Windows 2000, XP SP2, Vista	OS 9.0 or higher
Network Interface Card	Ethernet or USB	Ethernet

E-MAIL

E-Mail

To check your e-mail simply log in to the WOW! Customer Home Page at <http://portal.wowway.net> and enter your user information under **Log In and Check Your Email** in the top right column.

Primary Account

When you register on the WOW! Customer Home Page, the first account that is registered will become the primary account for your WOW! Internet service. The primary account will have the ability to manage any sub e-mail 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 activate your Primary account by following these steps:

1. Open your Internet browser and log on to <http://portal.wowway.net>.
2. Click on **Register** in the Login box on the top right side of the page.
3. Enter your 16-digit account number (found on your work order or bill) and the phone number associated with your account and click **Submit**.
4. Fill in user information on this screen and click **Create**.

You can create sub e-mail accounts by following these steps:

You must be logged in as the Primary account user to create sub e-mail accounts.

1. Open your Internet browser and log on to <http://portal.wowway.com> and log in as the primary user.
2. Click on the **Account Manager** link at the top of the page.
3. Click on **Account Settings** and then **E-mail Management**.
4. Select **Add Account** and fill in user information on this screen and click **Create**. Repeat this step to create additional accounts (up to 4 additional e-mail accounts).
5. Sub e-mail account(s) can now be used to log in to the WOW! Customer Home Page.

To change your primary and sub e-mail user names and/or passwords:

Important: If you have activated your personal web space or accessed the WOW! Newsgroups you cannot change your primary account user name.

1. Point your browser to <http://portal.wowway.com> and log in.
2. Click on the **Account Manager** link at the top of the page.
3. Click on **Account Settings** and then **E-mail Management**.
4. Choose whether to change your user name or password.

Set up your e-mail in Outlook Express

Note: If using a different e-mail client, click FAQs on the WOW! portal page for more instructions.

1. Open Outlook Express.
2. Click **Tools**, then **Accounts**.
3. Click the **Mail tab**, then click **Add**, and then click **Mail**. The Internet Connection Wizard appears.
4. Type your name for the Display Name and click **Next**. The Internet E-mail Addresses panel appears.
5. Click the button for **'I already have an e-mail address that I'd like to use'**. Type your E-mail Address in the field and click **Next**. The E-mail Server Names panel appears.
6. Type the following settings, and then click **Next**: The Internet Mail Logon panel appears.

Incoming Mail POP3	pop3.mail.wowway.com
Outgoing Mail SMTP	smtp.mail.wowway.com

7. Click the button for **Remember Password**. Enter your Account Name and Password. Leave the Secure Password Authentication (SPA) button unchecked. Click **Next**. The Congratulations panel appears.
8. Click **Finish**.

TROUBLESHOOTING TIPS

If you are having trouble connecting to the Internet, sending or receiving e-mail, or connecting to newsgroups, 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 below.** If you have an external cable modem, make sure that the lights on the front panel 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. <p>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.</p>

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 the 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 on the next page 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 not connection to the Internet, and standby mode is enabled.
US	Solid light indicates connection to the Internet. Blinks to indicate there is not 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.

If steps 1-5 did not help, try the following:

Check TCP/IP Settings

TCP/IP is the protocol that allows you to connect to the Internet. The steps below will sometimes remedy problems you may experience with WOW! Internet. Please follow the instructions below for your operating system.

Windows 2000/XP Setup

1. Click the **START, Settings, Control Panel**.
2. Double click the **Network and dial-up connections** folder.
3. Right click on the **Local Area Connection** icon and click Properties.
4. Highlight **TCP/IP** then click **Properties**.
5. Click the **Obtain an IP Address Automatically** button then click OK.

Windows Vista

1. Click the **Start** button, then click **Control Panel** icon.
2. Double click **Network and Sharing Center** icon.
3. Click the **Manage network connections** link located in the menu on the left side.
4. Right-click on the **Local Area Connection** icon and click **Properties**. If you are prompted for an administrator password or confirmation, type the password or provide confirmation by clicking the **Continue** button.
5. Click the **Networking** tab. Under **This connection uses the following items**, click either **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**.
6. Once it is highlighted, click the **Properties** button.
7. For either **IPv4 IP** or **IPv6 IP**, click **Obtain an IP address automatically**, and **Obtain DNS server address automatically**.

Release and Renew your IP address

Releasing and renewing your IP address will sometimes remedy problems you may be experiencing with WOW! Internet. Please follow the appropriate instructions for your operating system.

Windows 2000/XP:

1. Click **START**, then click **RUN**, then type **cmd** and press **OK**.
2. Type **ipconfig** {press space bar} **/release** to release your IP address.
3. Type **ipconfig** {press space bar} **/renew** to obtain a new IP address.

Verify that you have received an IP address. If you received an IP address of 169.254.x.x you will have to repeat the release and renew process again, it may take several times to obtain an IP address, so please be patient.

Windows Vista

1. Click on **Start, All Programs, Accessories** then right click on **Command Prompt**.
2. Click on **Run as Administrator** and then **Continue**.
3. Type **ipconfig** {press space bar} **/release** to release your IP address.
4. Type **ipconfig** {press space bar} **/renew** to renew your IP address.

Verify that you have received an IP address. If you received an IP address of 169.254.x.x you will have to repeat the release and renew process again. It may take several times to obtain an IP address, so please be patient.

ANSWERS TO FREQUENTLY ASKED QUESTIONS

How do I access my e-mail account via the Internet (Webmail)?

You can access your WOW! e-mail from any computer with an internet connection. Go to <http://portal.wowway.net> and log in with your user name and password. Once logged in, you will see the e-mail box in upper right column.

Where can I get support information for WOW! Internet?

Visit the **FAQs** section of our web site at www.wowway.com.

I've just conducted a speed test on my WOW! Internet connection and it is slow. What do I do?

1. Clear your computer cache by double clicking **My Computer** icon on your desktop screen.
2. Right click on **local disk C:** and click **Properties**.
3. Click the **Disk Cleanup** button under the **General** tab. (This may take a few minutes to load.)
4. Place a check mark next to **Temporary Internet Files** and click **OK**. (This should start cleaning up the files. It may ask if you wish to proceed. Click **YES**.)
5. Close all windows, shut down and restart your computer.

Can I use my existing chat program or web-based e-mail service?

(AIM, ICQ, Yahoo Messenger, MSN Messenger, Hotmail)

Yes, your chat software and web-based e-mail services will work with WOW! Internet. For instructions on set up and/or using these programs, please visit the appropriate web site for your chat program or web-based e-mail provider.

How do I pay my bill?

Each month, you will receive a monthly billing statement which includes the amount due for the current billing cycle and any past due amount. Your monthly billing cycle begins the day after installation of service has been completed. You may pay your bill online at <http://portal.wowway.com>. Log in to the WOW! Customer Home Page and select **Account Manager** at the top of the page. Select **Manage Your Bill** and then **Bill Pay/Easy Pay** from the menus.

You may also pay your bill by mail, by EasyPay (our automatic payment option), or at a local payment location. For more information on EasyPay or a list of our local payment locations, please visit www.wowway.com. Select **FAQs**, then select **Billing Information**. You can also pay your bill by credit card with our automated system at 1-866-496-9669.