

VOICEMAIL

Voicemail is included with WOW! Advanced Phone service and may be purchased à la carte with WOW! Essential and Standard 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 PIN 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 PIN, 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)



MAIN MENU

New and Saved Messages Press 1	During Message Playback Skip message # Back to Main Menu * Back to previous message 11 Delete message 7 Fast forward 5 seconds 99 Pause 8	After Message Playback Repeat message 1 Reply to message 5 Forward a copy 6 Delete message 7 Save message 9 Leave as new #
Send a Message to a WOW! Phone Subscriber Press 2	Greeting Options Set up personal greeting 1 System generated greeting or record name 3 Exit *	System Greeting and Name Options Choose type of system greeting 1 Review or record name 2
Change Your Personal Options Press 4	Security Options Change PIN 1 Fast Login 2 Skip PIN 3	Leave this Mailbox and Log On as Another Subscriber Press 7

* This option will only be available if the customer is currently using and has recorded a personal greeting.
 ** These options will only be available if the customer has previously recorded a personal greeting but does not have it enabled.

VOICEMAIL FAQs

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.

How do I get access into my WOW! Voicemail service through my phone?

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

Can I access my voicemail online?

WOW! Phone customers who also subscribe to WOW! Internet can listen to and check their voicemail online through the WOW! Customer Home Page at portal.wowway.com. The online tool also allows you to delete messages, download messages, and set up your phone features including Call Forwarding and Call Rejection. You can also set up to receive voicemails via email.

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 4-19 digits and press # when finished.
6. Confirm PIN and press # to finish.

What if I forget my PIN or enter it incorrectly?

If you forget your PIN or if the PIN is entered incorrectly (up to three times) you will need to contact us 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?

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

WOW! PHONE *Quick* REFERENCE GUIDE



Derrik, Technician, Columbus



It's that kind of experience.

wowway.com

What is Call Waiting and how do you use it?

Call Waiting allows you to hear when another caller is trying to reach you when you are already on another call. When a second call comes in, the caller hears a 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 *70, wait for a dial tone and dial your number. You must do this each time you wish to cancel call waiting.

Not available with Standard Phone.

What is Call Forwarding and how do I use it?

Call Forwarding 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 *72. 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 *73. You'll hear two short tones followed by the dial tone.

Not available with Standard Phone.

What is 3-Way Calling and how do I use it?

This feature permits a 3-Way conference call. To use 3-Way or flash calling, place the person you're talking with on hold by pressing the receiver button for one second. A dial tone will follow. Call a 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.

Not available with Standard Phone.

What is Call Return and how do I use it?

Use Call Return to automatically dial your last incoming call, whether the call was answered, unanswered, or busy. To activate, dial *69 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, Call Returns deactivated. To deactivate while waiting for the party you are trying to reach to become available, dial *89.

Note: If the incoming call was made from a cell phone, you will get a fast-busy signal and will be unable to connect.

Not available with Standard Phone.

What is Anonymous Call Rejection and how do I use it?

Anonymous Call Rejection blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will not be blocked. To activate, dial *77. Two beeps tell you Anonymous Call Rejection is turned on. To turn off, dial *87, and listen for two beeps to tell you it has been turned off.

Not available with Standard Phone.

What is Caller ID?

Caller ID allows you to see who's calling before you answer the phone. After the first ring, the name and telephone number of the person calling you automatically appears on your Caller ID screen.

Note:

- If you see “Private” or “P”, the caller may have blocked the display of their name and number by pressing *67 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.

Not available with Standard Phone.

What is 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 in the same way you would see an identifier for a caller if the phone were not being used.

Note: Results of this feature may vary depending on the type of Caller ID equipment you own.

Not available with Standard Phone.

What is Caller ID to TV?

Caller ID to TV is available to WOW! Essential or Advanced Phone customers with a WOW! digital set top box (Digital Value, Digital Basic, HD, HD/DVR). This feature will display a flip bar on the bottom of your TV screen (when the TV is turned on) displaying information about the incoming call. As with regular Caller ID, the information will only be presented when available. Blocked IDs or Unavailable IDs will be presented as they are on Caller ID phones with WOW! Phone service. Customers will have the ability to bring up a call history log (up to 10 calls) on your TV using your WOW! digital remote control. You can also tune to digital channel 975 to manage your Caller ID to TV settings (completely turning off the flip bar, change duration of flip bar notice, etc).

Will the flip bar notices for Caller ID to TV appear over other guides or menus?

Yes. Caller ID to TV flip bar notices will display over any programming, guides or menu screens, including DVR and OnDemand menus. If the flip bar notice appears during a program that's being recorded (via DVR), it will not appear when you are viewing the recorded program later.

How many calls will my Caller ID to TV Call Log hold?

The Call Log will hold information on up to 10 calls. When the Call Log is full (has 10 calls listed), the next incoming call will delete the oldest call.

Repeat Dialing

Repeat Dialing redials a busy number until the line becomes available. While Repeat Dialing attempts to reach the called party, you can still use your home phone to place and receive other calls.

Repeat Dialing will not work with long-distance, mobile or international numbers.

To Start Repeat Dialing

1. Hang up the receiver after you receive a busy signal.
2. Lift the receiver and listen for the dial tone.
3. Press *66, then hang up the receiver.
4. Repeat Dialing 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 Repeat Dialing

1. Lift the receiver and listen
2. Press *86

Not available with Standard Phone.

What is Selective Call Forwarding and how do I use it?

Selective Call Forwarding makes sure you never miss that 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. Selective Call Forwarding cannot be used with cell phones, pay phones or virtual numbers.

To activate or deactivate Selective Call Forwarding:

- Listen for a dial tone
- Dial *63
- Listen to the ON/OFF announcement
- To turn off the service on press 3
- To Add an entry to the forwarding list press #
- To Remove one or more entries from the forwarding list press *
- To hear entries on the forwarding list press 1
- To repeat instructions dial 0

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.

Not available with Standard Phone.

How do I block my identity from Caller ID (Caller ID Block)?

To block your identity from being displayed on the caller ID system of the person you are calling, press *67 before placing the call. Caller ID block is entered one call at a time.

How do I unblock my identity from Caller ID (Caller ID Unblock)?

To temporarily display your identity on the caller ID system of the person you are calling, dial *82 before placing the call. You must do this each time you wish to display your identity.