

Voicemail

Voicemail is included in the WOW! Phone Advanced Package and may be purchased à la carte with Essential Phone. 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.

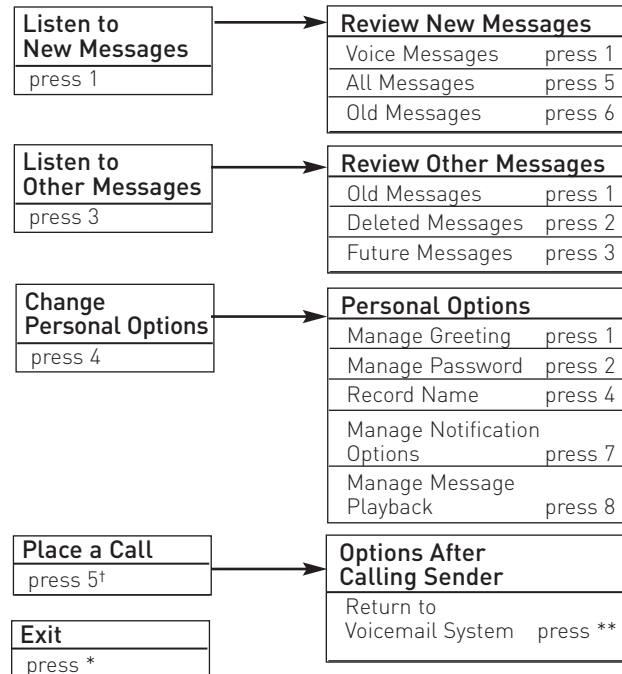
Note: When you hear a "stutter" dial tone when you first pick up your receiver, this is notifying you that you have a voicemail message.

How do I get access into WOW! Voicemail service?

From home, you can dial either *98 or your ten digit 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 the Voicemail access phone number provided below or your ten digit home phone number.

Voicemail Local 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

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

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 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.

Q: How do I change my voicemail password?

A: Once in the voicemail system, you'll 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 our Customer Care Center 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, you'll 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 min 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.

WOW! Phone Quick Reference Guide



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wowway.com



WOW! Phone Features



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.

What is Call Forwarding and how do I use it?

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 *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.

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.

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.

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.

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.

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.

What is Caller ID to TV?

Caller ID to TV is a feature that 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.

What is Repeat Dial and how do I use it?

Repeat Dialing is a service that repeatedly redials a busy number for you until the call goes through. You will be notified by a special ring and can simply pick up the receiver to put the call through. To activate Repeat Dial, pick up the receiver and dial *66. After the recording tells you Repeat Dialing is activated, hang up. As Repeat Dialing keeps calling, you can still use your phone as usual. A distinctive ring means the line you're redialing is free. Pick up and the number you want will be ringing.

Repeat Dialing can monitor more than one busy number at a time, with distinctive rings used for each (Caller ID, if equipped, also shows which number has been reached). If you hear a fast busy signal or announcement that the call cannot be completed, then the number is either invalid/no working or has activated Call Forwarding.

Repeat Dialing deactivates automatically if you do not get through within 30 minutes. To deactivate Repeat Dialing manually, listen for a dial tone and dial *86. Listen for the announcement.

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

The Selective Call Forwarding feature 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.

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)

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.

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.

