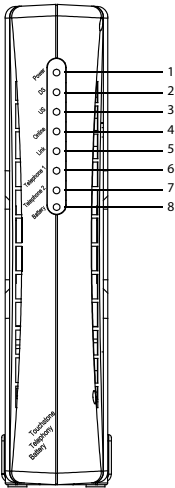


WavePhone™

WavePhone™ works just like other home phone services you may be used to, though it does require some equipment that you may not be familiar with. A Wave Technician will connect a small device called a Multimedia Terminal Adaptor (MTA) between your cable line and the existing phone jacks in your home to enable the service. If you have high-speed internet service from Wave, the MTA may also act as your internet cable modem.

Phone Equipment

Note: Not all Multimedia Terminal Adaptors (MTAs) look alike. The one you receive may vary slightly from the diagram below.

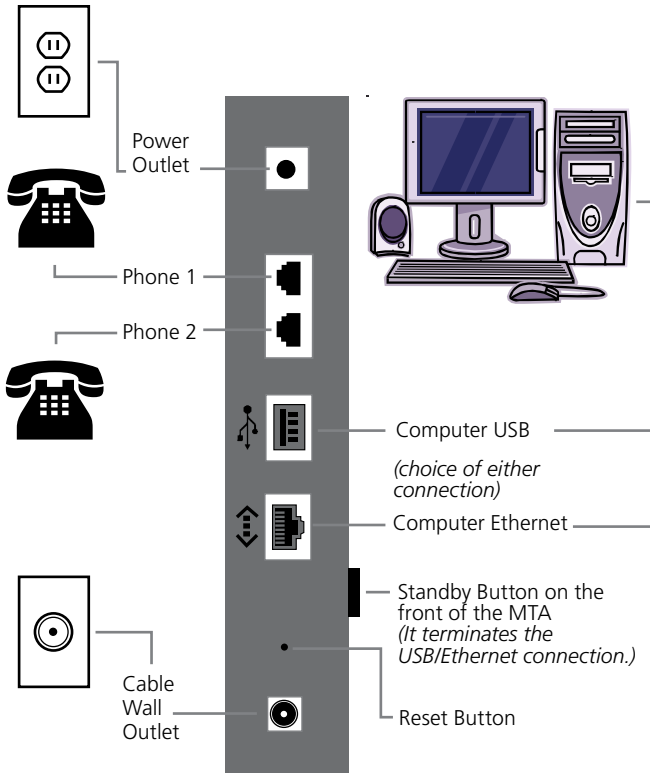


- 1. Power Light:**
indicates whether AC power is available to the unit
- 2. DS (Downstream):**
indicates downstream connectivity
- 3. US (Upstream):**
indicates upstream connectivity
- 4. Online:**
indicates internet data transmission status
- 5. Link:**
indicates Ethernet or USB connectivity between the MTA and computer
- 6. Telephone Line 1:**
indicates status of line 1
- 7. Telephone Line 2:**
indicates status of line 2
- 8. Battery:**
indicates status of the battery in the MTA



Operation Safety

Connecting the Telephony Modem (MTA) to your existing telephone wiring should be performed by a professional installer. Failure to do so may result in electrical shock, loss of phone service, loss of 911/E911 service and/or permanent damage to the Telephony Modem.



The WavePhone™ Telephony Modem can be connected to your computer to work as an internet modem as well as a phone. While the MTA has two lines, the second line is only active if you have purchased an additional line from Wave Broadband.

If problems exist with your phone service, connecting a phone directly into the back of the MTA will bypass your existing wiring and help determine if the issue exists with the service or the wiring at your location.

WavePhone™

During a power outage your modem may lose power if it is not equipped with a battery backup or the battery has been drained. This may require you to be temporarily disconnected until a power cycle is performed. If your modem disconnects, you will not be able to use the phone until service is restored or a power cycle is performed. See the Troubleshooting section on page 11 for more troubleshooting steps.



Standby Button

Some MTAs have a Standby button on the front of the unit. Pressing the Standby button will either suspend or activate your computer's connection to the Internet.

- **Online Mode** – Modem is online indicated by an illuminated Online light on the Telephony Modem.
- **Standby Mode** – Modem is offline and in standby indicated by a blinking Online light.

The Standby button does not affect telephone service; telephony service will work regardless of the status of your computer's connection to the internet.

Battery Backup

Not all Telephony Modems (MTAs) have a battery backup. If your MTA does not have a battery light on the front then you do not have a battery backup.

The battery backup will allow your phone service to continue to work for a short period of time should you lose power. However, if Wave's network facilities are without power due to a local outage, cable service will not work, including your WavePhone™ service.

Reset Button

Using a paper clip to push the Reset button on the back of the Telephony Modem will reset the modem.

- Straighten a paper clip and press into the reset hole in the back of the MTA.
- Hold down this button until the lights on the front of the MTA turn off and then release.



911/E911 Emergency Information

If you attempt to install or use the Wave Broadband equipment or VoIP services at another location, the VoIP services, including but not limited to 911/E911, may fail to function or may function improperly.

WavePhone™ service is electrically powered and that service, including the ability to access 911 services, security and medical monitoring services, may not operate in the event of an area power outage or if the cable connection is disrupted or not operating.

Included with your equipment are advisory warning stickers that provide information regarding the limitations of 911/E911 service with VoIP services. Please place these stickers on or near the equipment used with WavePhone™ services.