

UPDATED

# WavePhone™

User's Guide

Effective 1/25/2010



**WAVE**®  
BROADBAND

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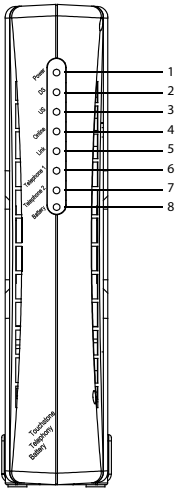
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# WavePhone™

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.

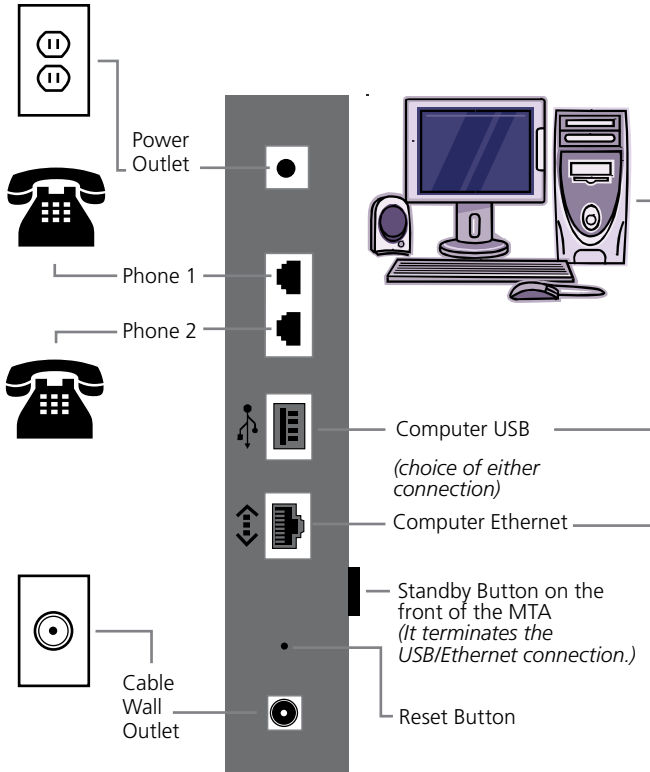


- 1. Power Light:**  
indicates whether AC power is available to the unit
- 2. DS (Downstream):**  
indicates downstream connectivity
- 3. US (Upstream):**  
indicates upstream connectivity
- 4. Online:**  
indicates internet data transmission status
- 5. Link:**  
indicates Ethernet or USB connectivity 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.*

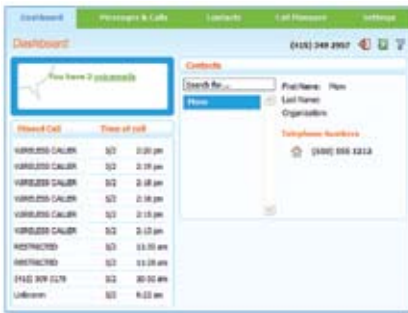
*WavePhone™ service is electrically powered and that service, including the ability to access 911 services, security and medical monitoring services, may not operate in the event of an area power outage or if the cable connection is disrupted or not operating.*

*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.*

## WavePhone™

### WavePhone™ Portal

- Check voice mail messages online.
- Set up your voicemail preferences.
- Manage your WavePhone™ features.
- Get e-mail alerts when you receive voicemails.
- Detailed instructions for using the WavePhone™ Portal can be found at <http://www.wavebroadband.com/mywavephone>



Go to: <http://www.mywavephone.com>

Your PIN is your voice mailbox pass code (see below) for logging into the Phone Portal.

### How to Setup Your Voice Mailbox

- To set up your voice mailbox for the first time you must dial your 10-digit phone number from your home phone or dial \*9.
- Enter the default pass code when prompted. The default pass code will be the last four digits of the telephone number.
- You will be prompted to create a personalized pass code of four to eight digits.
- Record a name announcement (up to 10 seconds long).
- Record a personal greeting (up to 30 seconds) or select the standard greeting.
- Prompts will allow you to correct and re-record announcements in case you are not satisfied with what you have recorded.

### Checking Voice Mail Away from the Home

To check your voice mail, simply dial your 10-digit phone number and enter the pass code you created when prompted. You can check your voice mail from any location as long as you have done the initial setup from your home phone. Simply dial your 10-digit phone number and press star (\*) during the greeting, then enter your pass code.

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## Voice Mail Features

- Each message is time and date stamped
- Pressing the (0) key plays helpful hints
- Messages can be up to 2 minutes in length
- You can store up to 30 messages or 60 minutes worth of messages
- Messages can be saved for up to 30 days. To save messages, press (2)
- Greetings can be recorded up to 30 seconds in length
- To pause all activity for 30 seconds, press (8). Press (8) to resume activity before the 30 seconds pause has expired
- To listen to a new voicemail, press (1)
- To fast-forward 5 seconds during message playback, press (99)
- To rewind 5 seconds during the message playback, press (77)
- Press (#) to keep the current message and skip to the next message
- To delete a message, press (3)

## How to Change Your Greeting, Name and PIN

- Access your voice mail by dialing (\* 9) or by dialing your 10-digit phone number, followed by your passcode
- Press (3) to change your greeting and follow the prompts
- To change your name, press (3) for the greetings menu, then press (3) to change your name and follow the prompts
- To change your PIN, press (4) for mailbox settings, then press (3) for security options and follow the prompts



### **Message Indicator**

*If you have a new voice mail, you will notice a "staggered" dial tone when you pick up the line. This will continue until you have called and checked your voice mail.*

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### Calling Features

The following features are included with Unlimited WavePhone or can be added to our other phone plans for an additional monthly charge.

- **Call Waiting** – A tone will announce an incoming call when you are already on the phone. This feature comes automatically activated when included with or added to your Wave Phone service.

**Cancel Call Waiting (\*70)** – Turn off call waiting on a per call basis. Enter the code before making the call.

- **Caller ID & Call Waiting Caller ID** – View caller information for incoming calls. These features come automatically activated when included with or added to your WavePhone™ service.
- **Caller ID Block (\*67)** – Block your Caller ID information from displaying on outbound calls on a per call basis. Enter the code before making the call.
- **Disable Caller ID Privacy (\*82)** – Turn off Caller ID Privacy on a per call basis. Enter the code before making the call.

**Note:** This feature is used if you have Caller ID Privacy set as a permanent feature on your WavePhone™. You will receive a message when calling an individual who does not accept anonymous calls. Simply hang up, dial \*82 and try again.

- **Repeat Dial (\*66)** – If you receive a busy signal when making a call, you can hang up, pick up the receiver again and enter the code. The system will continue to call the last number you dialed for up to 30 minutes. Once that line is free, your phone will ring with a distinctive ring. You may continue to make and receive phone calls as normal while this feature is activated.

**Cancel Repeat Dial (\*86)** – Disable repeat dial before the 30 minute time frame is over.

- **Return Call (\*69)** – Return the call of the last person who called you. Like Repeat Dial, if the line is busy it will continue to redial the number for up to 30 minutes.

**Note:** If the caller is calling you from a cellular phone, this feature will tell you the number of the last caller but you will receive a busy signal if you attempt to dial them back through the Return Call menu. Simply hang up and dial the number directly.

**Cancel Return Dial (\*86)** – Disable return call before the 30 minute time frame is over.

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- **Call Forward (\*72)** – Forward incoming calls to another telephone number. If you forward calls to a long distance number, long distance charges may apply depending on your Wave Phone package. To activate Call Forwarding, press \*72, wait for the confirming beeps, and then enter the phone number you would like calls forwarded to. You will immediately get a courtesy call at the phone number where calls will be forwarded. Answer the courtesy call to activate Call Forwarding. If you cannot answer the courtesy call, you must dial \*72 again from your WavePhone™ and wait for the confirmation tone.

**Cancel Call Forward (\*73)** – Disables current call forwarding.

- **Selective Call Forwarding (\*63)** – Forward calls from a list of up to 12 people to another phone line. All other calls will ring through normally. Enter code again to edit or cancel Selective Call Forwarding. Simply listen to the helpful prompts that will walk you through setting up, adding and removing numbers or turning off this feature.

**Note:** Selective Call Forwarding and Call Forwarding can be available on the same line, but only one can be active at a time.

- **Selective Call Rejection (\*60)** – Screen calls from up to 12 numbers that you specify. Enter code again to edit or cancel Selective Call Rejection. Simply listen to the helpful prompts that will walk you through setting up, adding and removing numbers or turning off this feature.
- **Selective Call Acceptance (\*64)** – Accept calls only from phone numbers that you specify. Simply listen to the helpful prompts that will walk you through setting up, adding and removing numbers or turning off this feature.
- **Anonymous Call Rejection (\*77)** – Automatically block numbers that have disabled their Caller ID information. They will hear a message that you are not receiving anonymous calls with instructions on how to disable their Caller ID privacy.

**Cancel Anonymous Call Rejection (\*87)** – Disables anonymous call rejection.

- **Distinctive Alert (\*61)** – Assign up to 12 phone numbers a distinctive ring. To set up this feature, dial \*61, then follow the helpful prompts to add or remove numbers.
- **Speed Dial (\*74)** – Store up to eight unique numbers for convenience and speed. It is as easy as pressing a one-digit number followed by the # key. Adding a new number on speed dial automatically replaces the previously saved number.

1. Pick up the line and listen for the dial tone.
2. Dial \*74 and listen for a second dial tone
3. Enter a one-digit code from two to nine, followed by the local or long-distance number you want to store exactly how you would need to dial it to make the call and then press the # button to store it
4. Listen for two beeps or a recording to confirm the number is stored and hang up.

**Note:** To remove a speed dial number entirely, simply dial \*74, enter the one-digit code you wish to remove and then press # again.

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- **Two-Digit Speed Dial (\*75)** - Store up to thirty unique numbers for convenience and speed. Similar to Speed Dial, it is as easy as pressing a two-digit number followed by the # key. Adding a new number on two-digit speed dial automatically replaces the previously saved number.
  1. Pick up the line and listen for the dial tone.
  2. Dial \*75 and listen for a second dial tone
  3. Enter a two-digit code from twenty to forty nine, followed by the local or long-distance number you want to store exactly how you would need to dial it to make the call and then press the # button to store it
  4. Listen for two beeps or a recording to confirm the number is stored and hang up.

*Note: To remove a speed dial number entirely, simply dial \*75, enter the two-digit code you wish to remove and then press # again.*

- **Three Way Calling** – Bridge together two lines in addition to your own so that three separate individuals can speak on a single call.
  1. While on a call with one of the individuals you wish to conference with, press the receiver button for one second. You will get a dial tone and the other caller will be put on hold.
  2. Dial the number of the third party. When you get an answer, press the receiver button briefly again and all three parties will be connected. If the third party does not answer the phone, press the receiver button two times to cancel. You will still be connected to the first call.
  3. When either of the people you called hangs up, you remain connected to the other person. When you hang up, everyone is disconnected.

*Note: Some phones have a "flash" or "link" button. Use this instead of the receiver button to change lines. While using three way calling, call waiting is unavailable.*

## Troubleshooting Tips

- Power-cycling a Telephony Modem will often resolve most phone issues. If your Telephony Modem has a battery backup, please remove it before attempting a power cycle.
  1. Unplug the power from the MTA for one full minute.
  2. Plug the power back into the MTA and wait for all the lights to become solid.
  3. Pick up your hand set and check for dial-tone

*Note: It can take up to 5 minutes for phone service to restore after a power cycle.*

- If the Online light is blinking on your modem, press the standby button to take your MTA out of standby mode.
- If the Downstream (DS) or Upstream (US) lights are blinking, see the internet troubleshooting steps located in our complete User's Guide.
- Unplug the phone line from Line 1 in the back of the MTA and set aside. Plug a non-cordless phone directly into the MTA and test for dial-tone. If there is a dial-tone, plug each of your phones in one at a time to try and find the piece of equipment causing the problem.
- Some equipment such as fax machines, certain cordless phones and caller ID units were designed before digital phone service was available. Please check with the manufacturer to determine if your equipment can be used with a digital phone line.
- Voice Mail can interfere with a fax machine by taking the calls and/or confusing a fax machine into thinking there is no dial tone. Plug a phone directly into the line and listen for a staggered dial tone. If a staggered dial tone exists you must first check the voice mail on that line and then call Customer Service to have the voice mail feature removed.



### Call Data Records

*If you are having technical difficulties with an existing feature of your WavePhone™ service, it is very helpful to have a call data record ready before calling technical support. Simply write down the date, time and phone number or feature you are attempting to dial as an example to give to our technical support representative. This information will allow us to investigate the error more quickly.*

**WAVE**<sup>®</sup>  
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**1-866-WAVE-123**

[WaveBroadband.com](http://WaveBroadband.com)