# Home Phone

Wave Phone 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 Adapters (MTAs) look alike. The one you receive may vary slightly from the diagram below.
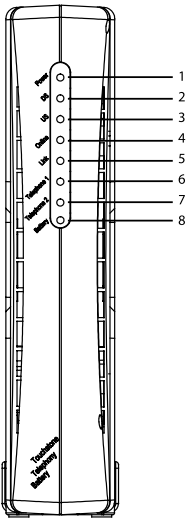
1. **Power Light:**
   indicates whether AC power is available to the unit

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

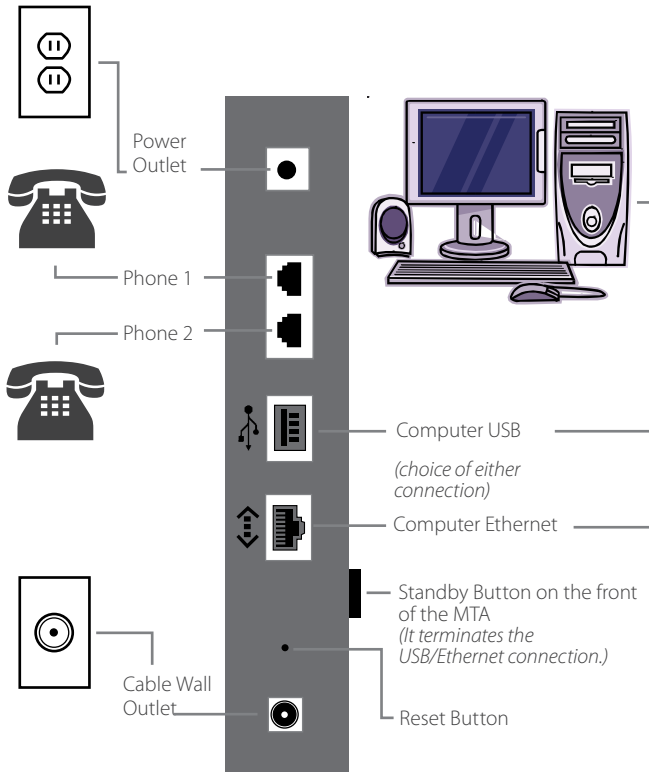## Connecting The Phone

Standby Button

Some MTAs have a Standby button on the front of the unit. Pressing the Standby button will either suspend or activate your computers 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.

Home Phone

Power
Outlet

Phone 1

Phone 2

Computer USB

(choice of either connection)

Computer Ethernet

Standby Button on the front
of the MTA
*(It terminates the
USB/Ethernet connection.)*

Cable Wall
Outlet

Reset Button

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.

⚠ 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.

Home Phone

Battery Back-up

Wave's telephony modems come equipped with battery back-up already built-in. The battery will maintain your phone service during a power outage. How long the battery will work depends on your model of telephony modem and how well the battery retains a charge.

The estimated life of our telephony modem batteries is 6 to 10 years. If you have any concerns about the age or functionality of your modem battery, we offer free battery checks, up to once a year.

Wave Phone Service During a Power Outage

Wave phone service relies on a telephony modem to work, and that modem requires power to operate. If you lose power in your home, then your Wave phone service requires a backup power source to function.

The built-in modem battery back-up will continue to power your phone service until the battery runs out or external power to your house is restored. If you have your own back-up power supply, such as a generator, then you can use this power source to run your telephony modem during an outage.

We also recommend having at least one telephone receiver in your home that does not require an external power source (does not plug into an electrical outlet), or make sure you have a battery back-up, or secondary power source, for your telephone receiver as well.

Wave phone, like all Wave services, also requires that our facilities maintain power. To that end, all of our key facilities have automatic back-up generators, and we have our own back-up power supplies at most other levels throughout our systems, as well as contingency plans in place to minimize the likelihood of an outage. In the unlikely event that the Wave facility that supplies service to your home loses power, then your phone service will not work, even if you have power at your location.

If you have an emergency alert system that uses your landline phone, such as Life Alert, that system will not work if your Wave phone service is not working. We encourage you to have a charged battery back-up or another secondary power source available to maintain your phone service in the case of a power outage to your home— as well as alternative methods of communication, such as a Go Phone for emergency situations.

⚠️ **911/E911 Emergency Information**

If you attempt to install or use the Wave 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.

Wave phone 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 Wave phone services.

Home Phone

MyWavePhone.com Portal

• Check voice mail messages online at http://www.mywavephone.com.

• Set up your voicemail preferences.

• Manage your Wave Phone features such as voicemail/call forwarding, call screening and contact list.

• Get e-mail alerts when you receive voicemails.

• Detailed instructions for using the Wave Phone Portal can be found at **http://www.gowave.com/mywavephone**

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

Use your voicemail PIN to log into the Phone Portal.

Setting Up Your Voice Mailbox

• To set up your voice mailbox for the first time you must dial (*9) or your telephone number from your home phone.

• You will be prompted to create a PIN of four to twenty digits.

• Record a name announcement.

• Record a personal greeting or select one of the standard greeting options.

• Prompts will allow you to correct and re-record announcements in case you are not satisfied with what you have recorded.

Accessing Your Voice Mail

• **From home**, dial (*9) or your telephone number

• **Away from home**, dial your telephone number and press (*) during the greeting

• **Online**, go to http://www.mywavephone.com

Home Phone

Voice Mail Features

- Incoming calls will be forwarded to voicemail after 24 seconds /4 rings by default. You can change this setting at MyWavePhone.com

- Each message is time and date stamped

- 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)

- To fast-forward 5 seconds during message playback, press (99)

- To rewind 5 seconds during message playback, press (77)

- Press (#) to keep the current message and skip to the next message

- To delete a message, press (3)

- To reply to a message, press (4)

- Press (0) for helpful hints

Changing Your Greeting, Name and PIN

- Access your voice mail by dialing (* 9) or your phone number, followed by your PIN

- 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 voicemail, you will notice a "staggered" dial tone when you pick up the line. This will continue until you have called and checked your voicemail.

Home Phone

Calling Features

The following features are included with Unlimited Phone 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 Wave Phone 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 Wave Phone. You will receive a message when calling an individual who does not accept anonymous calls. Simply hang up, dial *82 and try again.*

- **Disable Inbound Caller ID (*85)** – Turns off any caller ID information when receiving a call. *65 will re-enable the feature if it has been disabled using *85. Please note: *65 will only enable from a disabled state. It cannot activate the caller ID feature.

- **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.

- **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 Wave Phone and wait for the confirmation tone.
  Cancel Call Forward (*73) – Disables current call forwarding.

Home Phone

- **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. Adding a new number on speed dial automatically replaces the previously saved number. To remove a speed dial number, follow the directions below without entering a phone 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 dial a saved speed dial number, at the dial tone, press the appropriate one-digit number followed by the # key.

- **Two-Digit Speed Dial (*75)** - Store up to thirty unique numbers for convenience and speed. Adding a new number on two-digit speed dial automatically replaces the previously saved number. To remove a speed dial number, follow the directions below without entering a phone 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 dial a saved speed dial number, at the dial tone, press the appropriate two-digit number followed by the # key.

Home Phone

- **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 on page 30.

- 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 Wave Phone 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.