

BUSINESS PHONE

Voice Mail – Getting Started

Setting up your Voice Mail

1. From your Business Phone, dial your 10-digit telephone number. Note: Voice Mail will need to be set up for each Business Phone number that has a Voice Mail account.
2. At the prompt, enter your temporary Personal Identification Number (PIN), the last four digits of your phone number, then press **#**.
3. Select a new 4-digit PIN and press **#**. Verify your PIN by entering it again and press **#**.
4. Create a recording of your name, which will be heard when retrieving and forwarding messages. At the prompt, say your name and press **#**. Press **1** to use the recording, press **2** to listen to the recording or press **3** to record your name again.
5. Create a Voice Mail greeting. At the prompt, say your greeting and press **#**. Press **1** to use the greeting, press **2** to listen to the greeting or press **3** to record your greeting again.

Setting up PIN Skip

With PIN skip, you don't have to enter your PIN when calling Voice Mail from your Business Phone.

To Turn PIN skip on or off:

1. After entering your PIN, press **4** for Administer Mailbox.
2. Press **3** for Login options.
3. Press **2** to change Fast Login options.
4. Press **2** to access the PIN Skip menu.
5. Press **1** to turn PIN skip on or off.

Activating Spanish Voice Mail Prompts

Activate Spanish Voice Mail prompts by logging into your Voice Mail Account then:

1. Press **0** (for additional options).
2. Press ***4** for mailbox settings.
3. Press **0** (for additional options).
4. Press ***4** to change language.
5. Press **2** for Spanish.

Note: To change back to English Voice Mail prompts, follow steps 1-4, then press **1** for English.

Manage Your Voice Mail Online

To use Online Voice Mail you will need to subscribe to Bright House Networks Business Phone and Business Voice Mail.

To access your Business Voice Mail online go to the My Services page to set up your User Name and Password. Visit business.brighthouse.com/Manage_My_Services/ to register.

1. Sign in with your Username and Password.
2. Click **See All Voice Services**.
3. Then click **Check Voice Mail**.
4. Your **Business Voice Mail Inbox** will be displayed.
5. In the top right hand corner drop down box, select the phone line on your account associated with the voice mail box you wish to access.

For further instructions please refer to the **Online Voice Mail Getting Started Guide**.

Voice Mail to Email & Text

Voice Mail to Email & Text gives you the ability to receive copies of your voice mails as well as transcriptions of those messages to your email and mobile phone, at no additional charge. Follow the directions outlined under **Manage Your Voice Mail Online** to set up Voice Mail to Email & Text.

Retrieving Voice Mail Messages

Note: All saved Voice Mail messages will be deleted after 30 days.

From your Business Phone:

1. Dial ***98**.
2. Enter your **PIN** followed by **#** (Note: If PIN Skip has been enabled you will not be required to enter a **PIN**).
3. Press **1** to listen to Voice Mail Messages.

Away from the office:

1. Dial your 10-digit Business Phone number.
2. When your Voice Mail picks up, press ***5**.
3. Enter your **Pin #**.
4. Press **1** to listen to Voice Mail Messages.

Saving a Voice Mail Message

Once you have retrieved a message, you have the option of saving it by pressing **#** at the conclusion of the message. The next message will begin immediately.

Replaying a Voice Mail Message

Once you have listened to a message, you have the option of replaying it by pressing **1** at the conclusion of the message.

Erasing a Voice Mail Message

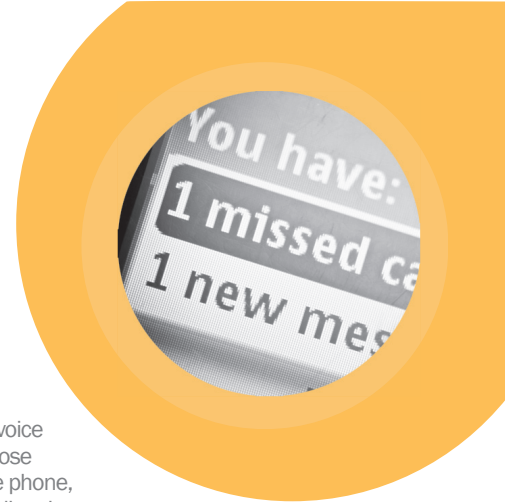
Once you have retrieved a message, you have the option of to erase it by pressing **3** immediately at the conclusion of the message.

Retrieving Accidentally Erased Voice Mail Messages

Note: A deleted message can only be retrieved during the same Business Phone Voice Mail session.

If you have accidentally erased a Voice Mail message, press ***7** until you reach the message you deleted. If you are in the main menu, press **1** to listen to your saved messages. The system will identify the message as deleted.

After listening to the message you can save the message by pressing **#**.





Replying to a Voice Mail Message

1. To reply, press **2** immediately at the conclusion of the message.
2. The Voice Mail system will ask you to verify this action. When you hear the prompt, press **2** again.
3. Record your reply. Record your message after the tone and press **3** when completed and ready for delivery.
4. Press **1** to send your reply.
5. Press **1** again to confirm standard delivery options. Your message will be sent to the original caller.

Note: You can only send a reply message to another Bright House Networks Business Phone or residential Digital Phone customer.

Rewinding a Voice Mail Message

To rewind a message several seconds during message playback, press **7**.

Advancing a Voice Mail Message

To advance a message several seconds during message playback, press **9**.

Forwarding a Voice Mail Message

1. To forward a message, press **4** immediately at the end of the message.
2. Enter the Business Phone or Digital Phone customer's 10-digit phone number then press **#**.
3. The Voice Mail system will repeat the number, Press **#** to confirm.

Forward the message:

To forward with a personal comment press **1**, record your message and press **#**.

To forward without a personal comment press **2**.

4. Press **1** to forward the message.
5. Press **1** to confirm forwarding with the standard delivery options.

Note: You can only forward a Voice Mail to another Bright House Networks Business Phone or residential Digital Phone customer.

Distribution Lists

You may find it convenient to send group messages.

To create a distribution list:

1. Enter Voice Mail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **2** to hear prompts to set up a new list.
5. Enter a number, which will serve as the name of the new list, then press **#**.
6. Follow the system prompts to enter phone numbers of people you wish to include in your distribution list.

To edit an existing distribution list:

1. Follow Steps 1-3 above.
2. Press **1** to edit lists.
3. Enter the number to edit, then press **#**.
4. To add another person to your list press **1**. To remove a person press **2**.

To delete an existing distribution list:

1. Follow steps 1-3 above (to create a distribution list).
2. Press **1** to edit lists.
3. Press **3** to delete an entire list.
4. You will be asked to enter the number of the list you wish to delete. Enter it, then press **3**.
5. Follow the system prompts to complete and return to the main menu.

To hear who is included on an existing distribution list:

1. Follow steps 1-3 above (to create a distribution list).
2. Press **3**. The system will announce the list of members.
3. After announcing each member, the system will ask if you would like to edit the list. Press **1** for yes; press **2** for no.
4. Follow the system prompts accordingly.

Note: This list includes the most commonly utilized features for Business Phone Voice Mail. Please refer to the Welcome Guide at http://business.brighthouse.com/voice/business_phone/ for a complete list of user options, features, Troubleshooting Tips and FAQs.