

# 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

Once you have set up your Business Phone Voice Mail you can manage your Voice Mail with Online Tools. Use your 10-digit phone number as your username and the same PIN you established when you set up your Voice Mail on your Business Phone. Once logged in, you can listen to, save or delete messages and customize your settings with the click of a mouse.

Online Tools works with both PC and MAC browsers. You will need a media playback tool configured to play .WAV files. Many of these are available as free downloads. Messages are displayed in the order they are received, but you can change the sort method by clicking the column header.

**Note:** Up to 40 minutes of messages will be maintained for up to 30 days on the Online Account Management Tool Voice Mail systems. You can save messages indefinitely using the Online Account Management Tool to transfer Voice Mail to your computer or other device.

### 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 you hear your Voice Mail Greeting, 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

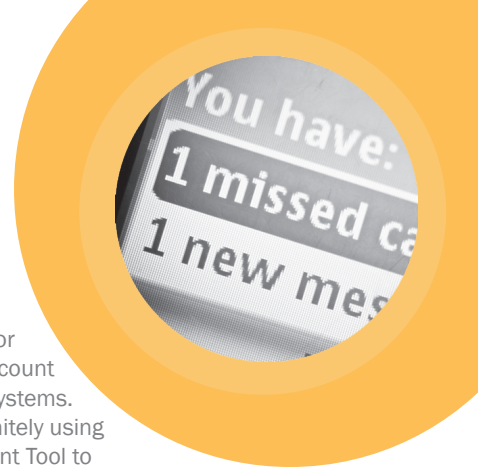
Once you have retrieved a message, you have the option of to erase it by pressing 3 immediately at the conclusion of the message.

### Retrieving Accidentally Erased Voice Mail Messages

**Note:** A deleted message can only be retrieved during the same Bright House Networks 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

The name and number of the incoming call is shown on the caller ID display. A tone alerts you to a waiting call. To answer calls, follow the Call Waiting instructions.

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/](http://business.brighthouse.com/voice/business_phone/) for a complete list of user options, features, Troubleshooting Tips and FAQs.