

# Business Phone

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## THANK YOU!

Thank you for choosing Bright House Networks Business Solutions for your business telephone needs. We are confident you will enjoy the value and convenience of this multi-feature service.

Don't forget that Bright House Networks Business Phone offers unlimited local and long distance calling anywhere in the U.S., Puerto Rico and Canada for one low monthly price, plus competitive pricing on International Long Distance and 800 number service.

Bright House Networks Business Phone service offers the most popular calling features and benefits for your convenience, privacy and security, most at no additional charge.

All our features are described in detail in this guide, but here is a quick reference to our popular Star Code features:

### Business Phone Star Code Features

- \***66** Activate Repeat Dialing
- \***67** Block Caller ID per call
- \***70** Cancel Call Waiting on a per line basis
- \***72** Activate Call Forward
- \***73** Cancel Call Forward
- \***74** Program Speed Dial
- \***69** Activate Call Return
- \***77** Activate Anonymous Call Rejection
- \***82** Restore Caller ID per call
- \***86** Deactivate Repeat Dialing
- \***87** Deactivate Anonymous Call Rejection
- \***89** Deactivate Call Return

## ADDITIONAL SERVICES

### Bright House Audio Conferencing

Bright House Audio Conferencing provides customers with an on-demand audio conferencing solution allowing them to initiate a conference call 24/7 without the need to make a reservation rely on an operator or call Bright House Networks for support. The service is designed to allow customers to use the service whether they are organizing weekly recurring meetings or are organizing a last minute meeting.

Audio Conferencing allows people to collaborate and share information among large or small groups of people via the phone thereby facilitating communications with employees, customers, partners and vendors. In addition to improving business productivity and communications, conferencing services provide a low-cost alternative to travel across town or across the country. For more information visit [business.brighthouse.com/Communication\\_Services/Audio\\_Conferencing/](http://business.brighthouse.com/Communication_Services/Audio_Conferencing/)

### Gadget

With Gadget from Bright House Networks Business Solutions, your Bright House Business Phone is no longer just a telephone. You now have a simple, useful tool that turns your current Business Phone into an easy to use, state-of-the-art communications device. Gadget brings your Bright House Business Phone and Broadband Internet services together on your PC anywhere you go. You can see who is calling you with caller ID alerts, listen to important voice mail messages on your PC in any order you choose, place a call or send a text message with the click of a mouse, and manage your contacts. With all your communications needs in one place, you can increase productivity while simplifying day-to-day business. Gadget is another way Bright House Networks Business Solutions is making your life easier. For more information visit [business.brighthouse.com/Communication\\_Services/Gadget/](http://business.brighthouse.com/Communication_Services/Gadget/)




# VOICE MAIL SET UP · PIN SKIP · SPANISH VOICE MAIL MANAGING YOUR VOICE MAIL

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## 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/](http://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 click here for 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 above 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 **#**.

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# VOICE MAIL REPLY · REWIND · FORWARDING DISTRIBUTION LISTS

## 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.



# ACCOUNT CODES · BLOCKING · CALL FORWARDING CALL RETURN · CALL WAITING


## Account Codes

Account Codes allow customers to track outbound calls and telephone expenses on a per-project basis, per-department, or other special accounts. Codes are set per telephone number and are up to 9 digits long. Customers enter a 1 - 9 digit code before each call. The Call Detail Records (CDRs) on your Online Account will display the Account Codes for all calls and charges.

 Note: Please contact your Business Solutions Account Executive to set up this feature.

## Additional Charges Blocking


Allows blocking of the following calls: 411 Directory Assistance, 0 Operator Services, 00, International long Distance, 0+, casual dialing, 900 and 976.

 Note: Please contact your Business Solutions Account Executive to set up this feature.

## Anonymous Call Rejection (ACR)

Blocks unwanted calls from callers who restrict sending caller ID information.

- To activate ACR press **\*77** and wait for the confirmation tone.
- To deactivate or turn off ACR, press **\*87**.

 Note: When ACR is activated and **\*67** (Caller ID Blocking Per Call) is dialed, you will not be able to access Voice Mail from your office phone. Instead, you will need to dial the local access number directly. This is due to the interaction between Anonymous Call Rejection and Caller ID Blocking.


## Automated Attendant

Automated Attendant acts as a virtual operator or receptionist without the intervention of a live operator. It provides Bright House Networks Business Phone customers with a hosted interactive response system (IVR) that has many functions that enterprise customers use – at a fraction of the cost. Automated Attendant answers calls and presents callers with a menu of options and associated prompts to route and automatically connect calls to extensions or voice mail boxes.

For more information on Automated Attendant please click here for the [Automated Attendant Getting Started Guide](#).


## Blocking Inbound Calls

Your business line can be restricted from receiving inbound calls. Customer will be permitted to make outbound calls only.

 Note: Please contact your Business Solutions Account Executive to set up this feature.

## Blocking Outbound Calls

Your business line can be restricted from placing any outbound calls. The line will provide a dial tone and allow only E911/911, 611, and Voice Mail retrieval calls to be placed.

 Note: Please contact your Business Solutions Account Executive to set up this feature.

## Business Voice Mail

Retrieves and saves messages. Multiple Voice Mail boxes are available for multiple users (optional feature).

 Note: For more information on Business Voice Mail please click here for the [Business Phone Voice Mail Getting Started](#) sheet.

## Call Forwarding

Allows calls to be forwarded to a specified phone number.

1. To set up Call Forward press **\*72**.
2. Listen for three short beeps and then a dial tone.
3. Enter the 7 or 10-digit number where calls will be forwarded and wait for the confirmation tone.
4. After the confirmation tone, the system will automatically place a courtesy call to the forward to number. If the forwarded-to-line party answers the courtesy call, the feature is activated.

If at the set up time, the forward-to line is busy or there is no answer to the courtesy call, the feature is not activated. You can still activate Call Forwarding by repeating the activation procedure.

## Cancel Call Forward

Cancels the Call Forward feature and returns to customer handset.

- To cancel Call Forward press **\*73** and wait for the deactivation confirmation tone.

## Call Return

Allows you to hear the number of the last incoming call and return that call.

- To activate Call Return press **\*69**. You will hear an announcement that provides the number of the last party that you received a call from and you will be given the option of returning the call by pressing **1**.
- To deactivate simply press **\*89**. You will hear an announcement that all outstanding Call Return requests have been deactivated.

## Call Waiting

Alerts the user to another incoming call with a special tone.

- To answer a waiting call or alternate between callers, simply press and quickly release the Receiver or **Flash** button on your phone. Each conversation remains private.
- To alternate between calls, press and release the **Flash** or switch hook button.
- To end either call, hang up the phone while connected to the call you want to end. The phone will ring; answer and you will be connected with the other caller.
- To block Call Waiting alerts for the duration of a call, press **\*70** before placing a call.

## Call Waiting ID

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.

## Caller ID

Provides the name and number of the party who is calling. This requires the use of a Caller ID-enabled phone or an external Caller ID box. After the first ring is completed the calling name and number information will be displayed automatically.

- Private or Anonymous means the caller does not want to be known in advance, and has blocked your Caller ID.
- Unknown, Out of Area, or Unavailable means the caller's area or phone system does not support Caller ID.
- Payphone means the caller is using a pay telephone.

### Caller ID Blocking Per Call


Caller ID Blocking Per Call allows a caller to block their caller ID name and number from being seen by the called party on a per call basis for an outbound call.

- To block Caller ID press **\*67** before dialing the number.

### Caller ID Blocking per Line

Caller ID Blocking Per Line allows a caller to block their caller ID name and number from being seen by the called party automatically for all outbound calls.

- To restore for the next call only, press **\*82** before dialing Directory Assistance with Call Completion


 Note: Please contact your Business Solutions Account Executive to set up this feature.

### Directory Assistance

Provides access to 411 directory information. These calls are charged on a per call basis. The ability to reach directory assistance is automatically included with Business Phone unless specifically requested as blocked (See Block Outbound Calls).

### Enhanced 911

Automatically provides business name, telephone number and address to 911 emergency dispatchers.

 Note: Moving Business Phone modems without contacting Bright House Networks may result in emergency services going to the wrong address. You must notify Bright House Networks before moving your modem to a different address.


### Hunt Groups

Also known as rollover numbers, allow incoming calls to be routed to different extensions automatically.

**Hunting – Sequential:** When a pilot number is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group in sequence of the numbers in the Hunt Group currently available.

**Hunting – Uniform Call Distribution:** When a pilot number is dialed, the call will be assigned to the most idle line in the Hunt Group currently available.

**Hunting – Circular:** With Circular Hunting, there is no pilot number. When any number in the Hunt Group is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group. If all lines are busy, then the call terminates based on how the dialed number is configured (to Voice Mail, if Voice Mail is on that line, or busy if there is no Voice Mail on that line).

 Note: Any unanswered call routed through hunting will go to the Voice Mail account associated with your main number.

### Remote Access Call Forwarding

Remote Access Call Forwarding allows you to turn on/turn off your call forward feature from anywhere you have an Internet connection, including Call Forward No Answer, Call Forward Busy and Remote access. These can be set from the [My Services](#) page.

### Remote Call Forwarding

Remote Call Forwarding (RCF) is a standalone service that allows incoming calls to be forwarded from one Bright House Networks business number (i.e., the published number) to another Bright House Networks local or long distance Business Phone number and provides a local identity for companies without requiring a physical presence in that area.

### Repeat Dialing

Allows you to have your last outbound call automatically redialed when your first attempt reaches a busy number.

- To activate Repeat Dialing first make a call. If you receive a busy signal or no answer, hang up the phone. Immediately pick up the phone again. At the dial tone, enter **\*66**, then hang up the phone. When the called party's line becomes available, your phone will ring and your call will automatically be connected.
- To deactivate Repeat Dialing, first pick up your phone to make a call. At the dial tone, enter the deactivation code **\*86**. An announcement will state that all outstanding Repeat Dialing requests have been deactivated.

### Speed Dial

Allows for 1-digit dialing to frequently dialed numbers.

1. To program a number, press **\*74**.
2. When you hear the stutter tone, select and press a speed dial digit (numbers 2-9 are eligible for use).
3. Then enter 10-digit telephone number, pressing 1 first if applicable

### Three-Way Call with Call Transfer

Allows a user to add a third party to an existing two-party call or transfer a call to another party.

**Three Way Conferencing:** After answering a call, press **Flash** or the switch hook. Dial the number to be added. When the party answers press Flash or the switch hook to complete the conferencing.

**Three Way Call Transfer:** After answering a call, press **Flash** or the switch hook. Dial the number to be added. When the party answers hang up. The two callers will be connected.

### Toll Free Number Buckets of Minutes

Toll Free Number (TFN) buckets of minutes are now available in bundles of 1,000 to 10,000 minutes of inbound calls.



## What does Bright House Networks Business Phone offer that my current phone service may not?

With Business Phone you can call unlimited to anyone, anytime, at no additional charge, anywhere in the U.S., Puerto Rico, U.S. territories and Canada.

Call Waiting, Caller ID, Call Waiting ID, Call Waiting Block, Three-Way Calling, Call Forwarding, Speed Dial, Anonymous Call Rejection and Additional Charges Blocking are included at no additional cost. Voice Mail is not included, but is available for an additional charge.

- Unlimited calling anywhere in the U.S., Puerto Rico, U.S. territories and Canada.
- The convenience of one bill for all your Bright House Networks services.
- No local toll charges.
- Competitive International Long Distance rates.
- Up to 12 lines to run your business effectively and efficiently.

My Services allows you to manage and listen to your Voice Mail. Go to **business.brighthouse.com/manage\_my\_services** and click on **Check Voice Mail** under Voice Services.

## Will my business have 911 service?

Yes. Bright House Networks supports Enhanced 911 (E911), which is designed to give emergency operators the exact location where calls originate. Because Bright House Networks Business Phone accesses the official 911 network, emergency calls are routed to the proper local public safety dispatcher.

## With Business Phone service, if my power goes out, will I be able to dial 911 from my Business Phone?

We provide a backup battery with Business Phone. If you lose power, you should be able to make and receive phone calls for as long as you have continuing cable service up to the life of the battery. If there is no dial-tone due to an extended electrical power failure and/or a network outage, E911 access will not be available. Phones dependent on power, such as portable phones, will not work during a power outage.

## Can I take my phone number with me if my business moves?

Each situation will be reviewed at the time of request based on where you're moving to and if it is within our serviceable area.

## If my business moves, can I reconnect my Bright House Networks Business Phone service myself?

No. A Bright House Networks technician must reinstall Bright House Networks Business Phone in your new location. We will also need to update our records of your new address for E911 to ensure that emergency services are dispatched to the correct location.

## Is there a way I can block outbound fee-based calls?

Yes. Additional Charge Blocking (ACB) allows outbound, fee-based calls to be blocked. Contact your Account Executive to request the ACB be added to your account. Once ACB is added to your account, all International Long Distance, North American Numbering Plan (NANP) offshore calls, Operator Assisted (O & O+), Directory Assistance (411) will be blocked.

## Where can I view my current or past detailed call records?

You can review your current or past 13 months of calls by logging in to the My Services page at **business.brighthouse.com/manage\_my\_services**. Then click on the **Call Detail Records** link and then select the "Call Detail Statement" tab section of the Call Detail Records homepage and select the bill you would like to review.

## Will I be able to make International calls?

Yes, you will have the ability to make International calls with your Business Phone service. Dial as you normally would. Example: 011 + country code + city code + telephone number. Calls to International locations are not included in your monthly plan, but rates are competitive with other major providers. Visit **business.brighthouse.com/Voice/Business\_Phone/Resource\_Center/Calling\_Rates/** for a list of competitive International Long Distance rates.

## Can I make 1-900 or 1-976 calls with Bright House Networks Business Phone?

No. These services are not available at this time.

## Is the Business Phone Voice Mail service available in Spanish?

Yes. Customers have the ability to select which language prompts (English or Spanish) they would like to hear when they retrieve Voice Mail.

## How many telephone lines may I connect at my business?

The current maximum number of lines is 12.

## Will my monitored security system work with Bright House Networks Business Phone?

Yes. Bright House Networks Business Phone has been designed to work with monitored security systems and has been tested and is compatible with Security Systems, such as ADT and Broadview Home Security. Bright House Networks recommends that both you and your alarm company test the alarm system after your Business Phone installation.

## Will I have Directory Assistance?

Yes. Local (411) and national Directory Assistance with Call Completion, as well as International Directory Assistance are provided. A fee will be charged for each Directory Assistance call.

## Can I utilize a 10-10 number to call Internationally?

No. At this time, Bright House Networks does not support 10-10 dial around numbers. Calling cards may be used to place International Long Distance calls. Bright House Networks International rates are very competitive.

## What is your privacy policy?

Protection of your privacy is a top concern. Our privacy policy is located at **business.brighthouse.com/Privacy/**.

## What are your Terms and Conditions?

For complete Terms and Conditions for Bright House Networks Business Solutions Business Phone visit **business.brighthouse.com/Legal/Services\_Agreement\_Terms\_and\_Conditions/**.

## Will I receive a phone book?

Bright House Networks does not provide telephone books. We do offer alternatives such as Directory Assistance, Enhanced Directory Assistance and Unlimited Directory Assistance. In addition, there are numerous online alternatives to printed telephone books such as YellowPages.com, WhitePages.com, YellowBook and Yelp. If you would like to obtain a telephone book, please contact R H Donnelly at 1-800-251-7056.

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## Keeping Your Business Phone Number

Each situation will be reviewed at the time of request based on where you're moving to and if it is within our serviceable area.

## Monitored Security System

Bright House Networks Business Phone has been designed to work with monitored security systems.



Note: Bright House Networks recommends that both you and your alarm company test the alarm system after your Business Phone installation.

## Moving Your Business

You must notify Bright House Networks before moving to a new location.

A Bright House Networks Technician must reinstall your Business Phone in your new location. We also need to update our records of your new address for E911 to ensure that emergency services are dispatched to the correct location.

## Troubleshooting Tips

- If you are experiencing issues sending or receiving a fax, listen to and delete any unheard Voice Mail messages, then try to send or receive your fax again.
- If you are experiencing problems receiving Caller ID information, try unplugging your phone or Caller ID device for 30 seconds, then reconnect the power.
- Your default PIN number is set to the last 4 digits of your Business Phone number. After you have logged in to the Voice Mail system successfully for the first time, you will be prompted to change your PIN during the initial Voice Mail setup.

## Battery Backup

Business Phone is not a powered service, so in some instances, such as an extended power failure or a network outage, your monitored security system and medical alert system, as well as E911 service, will not be available. Your Business Phone modem includes a battery that will keep your Business Phone service powered for up to 8 hours if there is a power outage. However, if Bright House Networks experiences a network outage, Business Phone service will be lost immediately.

If Business Phone is disconnected for any reason, your monitored security system and medical alert system, as well as E911, will also be disconnected.

### CENTRAL FLORIDA

65 South Keller Road  
Orlando, FL 32810  
1-877-632-2337

### TAMPA

700 Carillon Parkway  
St Petersburg, FL 33716  
1-877-897-7333

### ALABAMA

151 London Parkway  
Birmingham, AL 35211  
1-866-662-8039

### INDIANA

3030 Roosevelt Avenue  
Indianapolis, IN 46218  
1-866-713-FAST

### CALIFORNIA

3701 North Sillect Avenue  
Bakersfield, CA 93308  
1-661-634-2243

### MICHIGAN

37365 Enterprise Court  
Farmington Hills, MI 48331  
1-866-892-2211

