

ONLINE VOICE MAIL

Getting Started

With the Bright House Networks Business Solutions My Services page you can access your Business Voice Mail from anywhere you have an Internet connection. Listen to, delete, or save voice mails, as well as change your personal voice mail settings.

Getting Started

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 http://business.brighthouse.com/Manage_My_Services/ to register.

1. Sign in with your Username and Password. You will be taken back to the My Services page and will be signed in to all links available.
2. Click **Check Voice Mail** under **Business Phone**.
3. Your Business Voice Mail Inbox will be displayed.
4. 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.

Voice Mail Inbox

From the Voice Mail Inbox tab you can view your voice mails. You will see:

- A check mark in the **New** column if the voice mail is new
- If the voice mail has been flagged as urgent
- The caller's phone number (if known)
- The caller's name (if known)
- The date and time the voice mail was received
- The duration of the voice mail (min:sec)

New	Urgent	From	Caller Name	Received	Duration (min:sec)	Delete	Listen/Save
✓		734-422-3200	Unknown	1/31/2011 1:21:48 PM	00:00:04	✗	🎧
✓		248-413-9696	Unknown	1/30/2011 2:39:28 PM	00:00:58	✗	🎧
✓		248-413-9693	Unknown	1/28/2011 3:06:27 PM	00:00:51	✗	🎧
✓		248-413-9657	Unknown	1/27/2011 2:16:23 PM	00:00:08	✗	🎧
✓		248-413-9696	Unknown	1/26/2011 11:11:43 AM	00:00:45	✗	🎧



Listen to Voice Mail

1. From the Voice Mail Inbox tab, click the 🎧 icon in the **Listen/Save** column (last column).
2. A prompt will open asking if you want to open or save the file.
3. Click **Open** to download and listen to the voice mail.
4. Click **Save** to save the voice mail to your PC.

Delete a Voice Mail

From the Voice Mail Inbox tab, click the ✗ icon in the **Delete** column.

Note: Be certain you want to delete a voice mail before clicking **Delete** as you will not receive a prompt asking if you are sure you want to delete the message.

Voice Mail Settings

After configuring your Voice Mail settings click the **Change** button at the bottom of the column to ensure your changes are saved.

From the Voice Mail tab you can:

- Reset your PIN
- Turn PIN Skip On or Off
- Select your Voice Mail Prompts Language, either English or Spanish

VOICE MAIL PIN Reset
Access to your Voice Mail Inbox is protected by a Personal Identification Number (PIN). PIN reset allows you to reset your PIN for your home phone only. This will not reset your login information.

Reset your PIN:
New PIN*
Confirm New PIN*

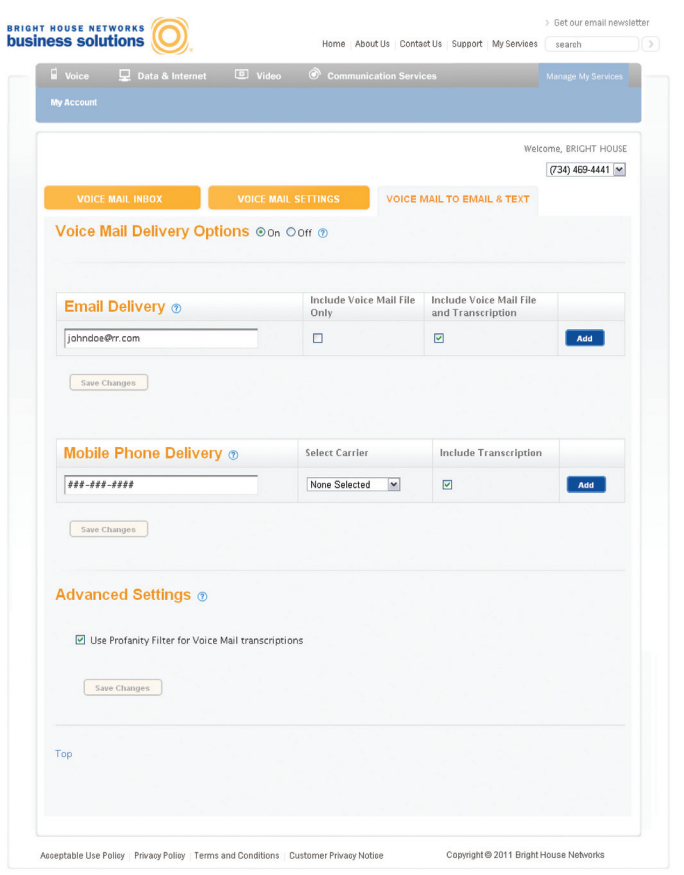
VOICE MAIL PIN Skip
Current Selection: OFF
Voice Mail PIN Skip allows you to retrieve your Voice Mail from your Home Phone without entering your PIN.
Choose your PIN Skip setting:
ON
OFF

VOICE MAIL Prompts Language
Current Selection: ENGLISH
You can choose to hear your Voice Mail Prompts in English or Spanish. Your language preference will only impact the prompts you hear when retrieving your Home Phone messages. It will not impact the language of this Home Phone Online Tools site.
Choose your Voice Mail Prompts Language Setting:
English
Español



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.



The screenshot shows the 'Voice Mail Delivery Options' page in the Bright House Networks Business Solutions portal. The page is titled 'Voice Mail Delivery Options' and has a status of 'On'. It features three main sections: 'Email Delivery', 'Mobile Phone Delivery', and 'Advanced Settings'. The 'Email Delivery' section includes a table with columns for 'Email Address', 'Include Voice Mail File Only', and 'Include Voice Mail File and Transcription'. The 'Mobile Phone Delivery' section includes a table with columns for 'Select Carrier' and 'Include Transcription'. The 'Advanced Settings' section includes a checkbox for 'Use Profanity Filter for Voice Mail transcriptions'. The page also includes a 'Save Changes' button and a 'Top' link.

Voice Mail Delivery Options

From the Voice Mail to Email & Text tab you can set up your Voice Mail settings.

Select **ON** to enable Voice Mail delivery options to your email and/or mobile phone. Select **OFF** to disable Voice Mail delivery options. Current email and mobile settings will be saved for future use if you select **OFF**.

Note: While "Voice Mail Delivery Options" is **OFF**, all configuration settings are visible, but grayed out.

Email Delivery

Email Delivery allows you to listen to your Voice Mail through email. The recorded voice mail message is sent to you as a .WAV file email attachment.

You may add up to 8 email addresses.

1. Enter the email address(es) where you wish to receive copies of your voice mail messages, then click **Add**.
2. Check the box to the right to identify how you would like to receive your voice mail. Voice mails may be sent to email only or to your email plus transcription for voice-to-text.
3. To leave an address in the system but turn off delivery to that address, uncheck both boxes to the right.
4. To remove an email address completely, click on **Remove**.

Mobile Phone Delivery

Mobile Phone Delivery allows you to receive a transcription of your voice mail. When a caller leaves a voice mail message on your Business Phone Voice Mail, the audio recording is transcribed into text form and the text is sent via SMS to your mobile device and/or your email.

You may enter up to 5 mobile phone numbers.

1. To receive text messages of your transcribed voice-to-text voice mail, list the mobile number(s) and provider(s), then click **Add**.
2. To leave a phone number in the system but turn off delivery to that number, uncheck the box to the right.
3. To remove a phone number completely, click on **Remove**.

Note: As a fully automated service, transcriptions will not be perfect. They are intended to provide you with the highlights of the voice mail.

In order to receive text transcriptions, you must subscribe to a text messaging plan with your mobile provider. You are responsible for all mobile charges.

Text messages on mobile phones have a limited number of characters. Some mobile providers will only transmit the first 100 or so characters of a voice mail message in a single text message. Other providers may transmit an entire voice mail message split into multiple text messages.

Supported Mobile Providers

- Alltel
- AT&T/Cingular Wireless
- Boost Mobile
- MetroPCS
- Nextel
- Simple Mobile
- Sprint PCS
- T-Mobile
- Verizon Wireless
- Virgin Mobile USA

Advanced Settings

To receive transcriptions without profanity, please check the Use Profanity Filter for Voice Mail Transcriptions box under advanced settings. The default setting is **ON**, meaning profane words left in voice mails will be hidden with asterisks (***). To show profane words and transcribe them as-is, uncheck the box and click **Save Changes**.



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