

Quick Start Guide From Home



For customers who have added voice mail to their home phone plan:

- **Set Up Your Voice Mail**

1. Dial your home telephone number. Wait for voice mail to answer.
2. As a first-time user, you will be prompted to enter a temporary PIN – use the last four digits of your phone number.
3. Select a Language:
 - for English press 1
 - for Spanish press 2
4. Follow the prompt to select a permanent four-digit PIN. Press pound (#). Confirm your new PIN by entering the PIN again and pressing pound (#).
5. Say your name and press pound (#).
6. Record your greeting and press (#).
7. Your set-up is complete, and you can return to the main menu.

Once you convert your voice mail, it will remain in Spanish. At any time, you can choose to return to English prompts.

- **Retrieve Voice Mail Messages**

A stuttering dial tone will alert you to waiting messages.

1. Dial your home telephone number. Wait for voice mail to answer.
2. Enter your PIN and press pound (#).
3. Press 1 to hear your messages.

For all Digital Phone customers:

- **Caller ID**

If your telephone is Caller ID-capable, the name and number of your caller will be displayed after the first ring. If “P” or “Private” is displayed, the name and number may have been blocked by the caller. If “Unknown Name,” “Unknown Number,” “Out Of Area” or “O” appears, the call is from an area that doesn’t support Caller ID services. **Caller ID On TV** is available for customers with Digital Cable. See page 4 for details.

- **Call Waiting**

A special tone alerts you to a waiting call; your caller hears regular ringing. To answer, press and release the “Receiver” or “Flash” button, and the first caller will be placed on hold. To end either call, hang up. Pick up the automatic ring, and you’ll be connected with the new caller.

For more detailed information, please turn to the How-To Guide. If you need additional help, go to mybriighthouse.com or dial 611 on your Bright House Networks Digital Phone.



Bright House Networks
Digital Phone)))
Calling Feature Instructions

Managing Voice Mail Messages

For customers who have added voice mail to their home phone plan:

Pin # _____

Retrieving Messages at Home

A stuttering dial tone will alert you to waiting messages.

1. Dial your home telephone number. Wait for voice mail to answer.
2. Enter your PIN and press pound (#).
3. Press 1 to hear your messages.

Retrieving Messages Away From Home

1. Dial your home phone number, wait for voice mail to answer and then press star (*)5.
2. Enter your ten digit telephone number and press pound (#).
3. Enter your PIN and press pound (#).
4. Press 1 to hear your messages.

Saving a Voice Mail Message

Press the pound (#) key at the end of the message. Voice mail will save the message and play the next message automatically.



Managing Voice Mail Messages

For customers who have added voice mail to their home phone plan:

Replaying a Voice Mail Message

Press the 1 key when the message is complete. Voice mail will replay the message.

Replying to a Voice Mail Message

The message must be from another Bright House Networks Digital Phone. After listening to the message, press 2 and follow the prompts.

Erasing a Voice Mail Message

Press 3 at the end of the message.

Retrieving an Accidentally Erased Message

Press star (*) 7 to rewind the deleted message. You can save the message by pressing the pound (#) key or erase the message by pressing 3.

For all Digital Phone customers:

Call Forwarding From a Touch Tone Phone

1. Dial star (*) 72, and wait for the dial tone.
2. Enter the number where you'd like your calls to be forwarded.
3. The feature is activated when the courtesy call is answered by the forwarded-to party, or if the call is picked up by voice mail.
4. To cancel Call Forwarding, dial star (*) 73.

Reminder: Charges generated by calls forwarded to international numbers (or outside the state of Florida for Unlimited Florida subscribers) will be the responsibility of the customer. Minutes used during calls forwarded to cell phones will be charged against the customer's wireless plan.