



# Calling Features User Guide

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Business Voicemail  
Basic



<b>Note: If additional lines have been ordered, they will appear on your initial invoice.</b>	<b>111.222.3333</b>	<b>222.333.4444</b>	<b>333.444.5555</b>	<b>444.555.6666</b>
<b>Voicemail Basic</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

## Product Features

**Brightspeed Voicemail Basic:** A dynamic service that answers your calls whether you're on the phone, online, away from your office, or simply too busy to pick up.

## Using Your New Services

### Brightspeed Voicemail Basic



**Set up your mailbox:** For increased security you must set up your mailbox from your business phone before you can access it remotely.



Dial 1-877-VMESSAGE (1-877-863-7724) or  from business phone. (NOTE: Centrex customers will not be able to use ) Follow the voice prompts to complete the easy set up process:

- Set up your 4 to 10 digit PIN (Personal Identification Number)
- Name the mailbox, for example John Smith or XYZ Company
- Personalize your greeting

**Listen to your messages:** If you hear a "stutter" dial tone when you lift your handset, you have new messages waiting. If you have special message waiting equipment, you will also see a message waiting indicator light.

### Access your mailbox:

**From Business:** Dial 1-877-VMESSAGE (1-877-863-7724) or  from your business phone and enter your PIN. (NOTE: Centrex customers will not be able to use )

**From any other phone:** Dial your business phone number and let it forward to voicemail then press  during your greeting and enter your PIN, or, dial 1-877-VMESSAGE (1-877-863-7724) and enter your 10-digit business phone number followed by  and enter your PIN.



### Play your messages:

Press   to play the first message


Press   to rewind 5 seconds

Press   to fast forward 5 seconds

Press  to pause, then press  to resume playing

Press  to keep or press  to delete the message

### After listening to a message, you can also:

Press  to play the message again

Press  to keep the current message


Press  to delete the current message





Press  to forward the message to another mailbox user

Press  to reply to the message (other voice prompts will guide you through this process)



Press  to create a new message and send it to another mailbox user



Press  to advance to the next message

Press  to exit your voicemail when you are done listening to your messages

**Change your Greeting, Name or PIN:** You may change your mailbox greeting or name at any time by pressing  at the main menu. You may change your PIN at anytime by pressing  for Mailbox Settings at the main menu and then by pressing  for security and then  to change PIN.


## Helpful Hints

**Brightspeed Voicemail Basic:** Based on network configuration, Centrex users will not be able to access their voicemail services by using   .

Remember to press  to exit your mailbox before you hang up. If you hang up before pressing , line will remain connected to your mailbox for up to 45 seconds, and you could accidentally reset your PIN if you pick up the phone again and dial another number within those 45 seconds.

Your phone must be set for Tone dialing, not Pulse dialing to work with your mailbox.

Your Brightspeed Voicemail can store up to 8MB of messages, which is around 10 minutes of voice messages.

If your mailbox is full, instead of your greeting, callers hear "Mailbox for [mailbox name] Sorry, the mailbox is full and there is not enough space to leave a message." The system will hang up on the caller. If this happens, press the  key during this greeting in order to access your messages.



If you are ever unsure what to do next, wait a few seconds, and Brightspeed Voicemail's voice prompts will guide you with available options.

Customer must subscribe to Brightspeed local wireline service and at least one Call Forwarding feature such as Call Forward No Answer or Call Forward No Answer-Fixed. Call Forward Busy is recommended as well.

If you have questions regarding Brightspeed Voicemail, please visit us at [Brightspeed.com](http://Brightspeed.com) anytime or call the Brightspeed Customer Technical Solutions Center at 1-800-949-HELP (4357).

## Terms and Conditions

**Brightspeed Voicemail Basic:** The provision of Voicemail Services is governed by the terms and conditions set forth herein, the Standard Terms and Conditions for Communications Services and the related service specific terms and conditions posted at [www.embarq.brightspeed.com/ratesandconditions](http://www.embarq.brightspeed.com/ratesandconditions). Your activation or continued use of your voicemail service will be your acknowledgement that you agree to all applicable terms and conditions.

1. You agree to pay Brightspeed a monthly charge in advance for voicemail service, which will be billed separately on your local monthly bill or will be included in the price of your bundled services.
2. Charges for voicemail service are based on recurring monthly rate, not usage.
3. Brightspeed may modify the charges for the month-to-month agreement based on thirty (30) days written notice to you. You may be notified either by letter or monthly bill. Brightspeed reserves the right to modify the terms of this Agreement at any time. If you do not agree with the modified changes or terms of the Agreement, as modified, you may immediately terminate the service.
4. Voicemail service is for your use only and may not be assigned.
5. Any telephone numbers assigned directly as a mailbox number remain the property of Brightspeed and are not available for number portability.

The voicemail services you have purchased are provided by the Brightspeed local operating company serving your location and governed by the Brightspeed Standard Terms and Conditions for Communications Services and the Brightspeed Voicemail Service Product Annex, posted to [embarq.brightspeed.com/ratesandconditions](http://embarq.brightspeed.com/ratesandconditions) on the date you purchased the services. To find the Brightspeed local operating company serving your location, please see the maps of the Brightspeed local operating companies posted to [embarq.brightspeed.com/ratesandconditions](http://embarq.brightspeed.com/ratesandconditions).

