



Calling Features User Guide

Business Voicemail
Announce Only




Note: If additional lines have been ordered, they will appear on your initial invoice.	111.222.3333	222.333.4444	333.444.5555	444.555.6666
Voicemail Direct Dial Announce Only	X	X	X	X

Product Features




Brightspeed Announce Only Voicemail Direct: A dynamic service, ideal for providing information to callers without allowing them to leave a message or tying up a separate business line. Announce Only messaging allows you to record a greeting up to 5 minutes in length and can be easily updated as your needs change.

Using Your New Services



Brightspeed Announce Only Voicemail Direct

Set up your mailbox: Dial your Voicemail Direct number from any phone. This is a 10-digit number that was assigned to you for use of the voicemail box. At the greeting press  to access the set-up menu. 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

Access your mailbox: From any touch tone phone, dial your Brightspeed Voicemail Direct number. This is a 10-digit number that was assigned to you for use of the voicemail box. Press  during your greeting and enter your PIN followed by the  key; or, dial 877.VMESSAGE (877.863.7724) and enter your 10-digit Brightspeed Voicemail Direct number followed by  and enter your PIN.

Helpful Hints

Brightspeed Announce Only Voicemail Direct: 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.

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

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 anytime or call the Brightspeed Customer Technical Solutions Center at 1-800-949-HELP (4357).

Terms and Conditions

Brightspeed Announce Only Voicemail Direct: 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. 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 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.

