

CUT ✂

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- SET UP VOICE MAIL**
1. Dial your Digital Phone number from your home phone. When you hear the Voice Mail greeting, press \*5, then #.
  2. Enter your temporary Personal Identification Number (PIN) – the last 4 digits of your Digital Phone number – then press #.
  3. Select a new 4-digit PIN and press #. To verify your PIN, enter it again and press #.
  4. Create a recording of your name. At the prompt, say your name and press #. Press 1 to use the greeting, press 2 to listen to the greeting or press 3 to record your greeting again.
  5. Create a Voice Mail greeting. At the prompt, say your greeting and press #. Press 1 to use, 2 to listen, or 3 to record again.
  6. Hang up or press # to exit Voice Mail.

- RETRIEVE MESSAGES**
1. Dial your home phone number.
  2. When you hear your Voice Mail greeting, press \*5.
  3. When calling from home, press #. (Away from home, enter your home phone number and press #.)
  4. Enter your PIN followed by #.
  5. Press 1 to listen to Voice Mail messages.
- Use the access number to retrieve Voice Mail...**
- As an option, you can use the Voice Mail access number when you are away from home.
1. Dial the Voice Mail access number, 407.702.1500.
  2. At the prompt, enter your 10-digit home phone number and press #.
  3. Enter your PIN followed by #.
  4. Press 1 to listen to Voice Mail messages.

- SAVE A 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.
- REPLAY A MESSAGE**
- Once you have listened to a message, you have the option of replaying it by pressing 1 at the conclusion of the message.
- REPLY TO A MESSAGE**
1. To reply to a retrieved message, press 2 immediately at the conclusion of the message.
  2. The Voice Mail system will prompt you to verify that you want to reply to the Voice Mail message. When you hear the prompt, press 2 again.

- ERASE A MESSAGE**
- Once you have retrieved a message, you have the option to erase it by pressing 3 immediately at the conclusion of the message.
- MARK A MESSAGE AS NEW**
- Once you have retrieved a message, you may mark the message as new. You may also mark messages that you have previously saved as new.



**bright house NETWORKS**

**VOICE MAIL**

[cfl.mybighthouse.com/services/digitalphone](http://cfl.mybighthouse.com/services/digitalphone)

Dial 611 for Digital Phone Customer Care

Away from home? Call 1-888-275-5887

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**TIP:** For faster access, program your Digital Phone telephone number into Speed Dial.

**NOTE:** You can only send a reply to another Bright House Networks Digital Phone Voice Mail user.

1. To forward a message, press 4 immediately at the end of the message.
  2. Enter the subscriber's 10-digit Digital Phone telephone number, then press #.
  3. The Voice Mail system will repeat the number. Press # to confirm.
  4. Forward the message:
- To forward with a personal comment...**
- Press 1
  - Record your message and press #
- To forward without a personal comment...**
- Press 2
5. Press 1 to forward the message.
  6. Press 1 to confirm that you want to forward the message with the standard delivery options.

- To mark a message as new, press 6 immediately after listening to the message. The next time you access Voice Mail, the message will be retrieved as though it were a new message.
- REWIND A MESSAGE**
- To rewind a message several seconds anytime during message playback, press 7.
- ADVANCE A MESSAGE**
- To advance a message several seconds during message playback, press 9.
- FORWARD A MESSAGE**
- You can forward a Voice Mail message to another Digital Phone subscriber.

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