

BUSINESS PHONE

Features – Getting Started



Business Phone Star Code Features

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| *77 Activate Anonymous Call Rejection | *70 Cancel Call Waiting on a per line basis |
| *87 Deactivate Anonymous Call Rejection | *67 Block Caller ID per call |
| *72 Activate Call Forward | *82 Restore Caller ID per call |
| *73 Cancel Call Forward | *66 Activate Repeat Dialing |
| *69 Activate Call Return | *86 Deactivate Repeat Dialing |
| *89 Deactivate Call Return | *74 Program Speed Dial |

Account Codes

Account Codes allow customers to account for outbound calls and telephone expenses on a per-project basis, per-department, or other special accounts. Codes are set per telephone number and are up to 9 digits long. Customers enter a 1 - 9 digit code before each call. The Call Detail Records (CDRs) on your Online Account will display the Account Codes for all calls and charges.

Note: Contact your Business Solutions Account Executive to set up this feature.

Additional Charges Blocking

Allows blocking of the following calls: 411 Directory Assistance, 0 Operator Services, 00, International long Distance, 0+, casual dialing, 900 and 976.

Note: Contact your Business Solutions Account Executive to set up this feature.

Anonymous Call Rejection (ACR)

Blocks unwanted calls from callers who restrict sending caller ID information.

- To activate ACR press ***77** and wait for the confirmation tone.
- To deactivate or turn off ACR, press ***87**.

Note: When ACR is activated and ***67** (Caller ID Blocking Per Call is dialed, you will not be able to access Voice Mail from your office

phone. Instead, you will need to dial the local access number directly. This is due to the interaction between Anonymous Call Rejection and Caller ID Blocking.

Audio Conferencing

You receive one free Audio Conferencing toll free number and one toll number for those calling from outside the United States. Buckets of minutes are available for an additional charge.

Automated Attendant

Automated Attendant acts as a virtual operator or receptionist without the intervention of a live operator. It provides Bright House Networks Business Phone customers with a hosted interactive response system (IVR) that has many functions that enterprise customers use — at a fraction of the cost. Automated Attendant answers calls and presents callers with a menu of options and associated prompts to route and automatically connect calls to extensions or voice mail boxes.

Blocking Inbound Calls

Subscriber line will be restricted from receiving inbound calls. Subscriber will be permitted to make outbound calls only.

Note: Contact your Business Solutions Account Executive to set up this feature.

Blocking Outbound Calls

The subscriber line will be restricted from placing any outbound calls. The line will provide a dial tone and allow only E911/911, 611, and Voice Mail retrieval calls to be placed.

Note: Contact your Business Solutions Account Executive to set up this feature.

Business Voice Mail

Retrieves and saves messages. Multiple Voice Mail boxes are available for multiple users (optional feature).

Note: For more information on Business Voice Mail please refer to the Voice Mail Getting Started sheet.

Call Forwarding

Allows calls to be forwarded to a specified phone number.

1. To set up Call Forward press ***72**.
2. Listen for three short beeps and then a dial tone.
3. Enter the 7 or 10-digit number where calls will be forwarded and wait for the confirmation tone.
4. After the confirmation tone, the system will automatically place a courtesy call to the forward to number. If the forwarded-to-line party answers the courtesy call, the feature is activated.

If at the set up time, the forward-to line is busy or there is no answer to the courtesy call, the feature is not activated. You can still activate Call Forwarding by repeating the activation procedure.

Cancel Call Forward

Cancels the Call Forward feature and returns to Subscriber handset.

- To cancel Call Forward press ***73** and wait for the deactivation confirmation tone.

Call Return

Allows you to hear the number of the last incoming call and return that call.

- To activate Call Return press ***69**. You will hear an announcement that provides the number of the last party that you received a call from and you will be given the option of returning the call by pressing **1**.
- To deactivate simply press ***89**. You will hear an announcement that all outstanding Call Return requests have been deactivated.

Call Waiting

Alerts the user to another incoming call with a special tone.

- To answer a waiting call or alternate between callers, simply press and quickly release the Receiver or Flash button on your phone. Each conversation remains private.
- To alternate between calls press and release the Flash or switch hook button.
- To end either call, hang up the phone while connected to the call you want to end. The phone will ring; answer and you will be connected with the other caller.
- To block Call Waiting alerts for the duration of a call, press ***70** before placing a call.



Call Waiting ID

The name and number of the incoming call is shown on the caller ID display. A tone alerts you to a waiting call. To answer calls, follow the Call Waiting instructions.

Caller ID

Provides the name and number of the party who is calling. This requires the use of a Caller ID-enabled phone or an external Caller ID box. After the first ring is completed the calling name and number information will be displayed automatically.

- Private or Anonymous means the caller does not want to be known in advance, and has blocked your Caller ID.
- Unknown, Out of Area, or Unavailable means the caller's area or phone system does not support Caller ID.
- Payphone means the caller is using a pay telephone.

Caller ID Blocking Per Call

Caller ID Blocking Per Call allows a caller to block their caller ID name and number from being seen by the called party on a per call basis for an outbound call.

- To block Caller ID press ***67** before dialing the number.

Caller ID Blocking per Line

Caller ID Blocking Per Line allows a caller to block their caller ID name and number from being seen by the called party automatically for all outbound calls.

- To restore for the next call only, press ***82** before dialing Directory Assistance with Call Completion

Note: Contact your Business Solutions Account Executive to set up this feature.

Directory Assistance

Provides access to 411 directory information. These calls are charged on a per call basis. The ability to reach directory assistance is automatically included with Business Phone unless specifically requested as blocked (See Block Outbound Calls).

Enhanced 911

Automatically provides business name, telephone number and address to 911 emergency dispatchers.

Note: Moving Business Phone modems without contacting Bright House Networks may result in emergency services going to the wrong address. You must notify Bright House Networks before moving your modem to a different address.

Hunt Groups:

Also known as rollover numbers, allow incoming calls to be routed to different extensions automatically.

Hunting – Sequential: When a pilot number is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group in sequence of the numbers in the Hunt Group currently available.

Hunting – Uniform Call Distribution: When a pilot number is dialed, the call will be assigned to the most idle line in the Hunt Group currently available.

Hunting – Circular: With Circular Hunting, there is no pilot number. When any number in the Hunt Group is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group. If all lines are busy, then the call terminates based on how the dialed number is configured (to voicemail, if voicemail is on that line, or busy if there is no voicemail on that line).

Note: Any unanswered call routed through hunting will go to the Voice Mail account associated with your main number.

Remote Call Forwarding

Remote Call Forwarding (RCF) is a standalone service that allows incoming calls to be forwarded from one Bright House Networks business number (i.e., the published number) to another Bright House Networks local or long distance Business Phone number and provides a local identity for companies without requiring a physical presence in that area.

Repeat Dialing

Allows you to have your last outbound call automatically redialed when your first attempt reaches a busy number.

- To activate Repeat Dialing first make a call. If you receive a busy signal or no answer, hang up the phone. Immediately pick up the phone again. At the dial tone, enter ***66**, then hang up the phone. When the called party's line becomes available, your phone will ring and your call will automatically be connected.
- To deactivate Repeat Dialing, first pick up your phone to make a call. At the dial tone, enter the deactivation code ***86**. An announcement will state that all outstanding Repeat Dialing requests have been deactivated.

Speed Dial

Allows for 1-digit dialing to frequently dialed numbers.

1. To program a number, press ***74**.
2. When you hear the stutter tone, select and press a speed dial digit (numbers 2-9 are eligible for use).
3. Then enter 10-digit number, pressing **1** first if applicable.

Three-Way Call with Call Transfer

Allows a user to add a third party to an existing two-party call or transfer a call to another party.

Three Way Conferencing: After answering a call, press **Flash** or the switch hook. Dial the number to be added. When the party answers press **Flash** or the switch hook to complete the conferencing.

Three Way Call Transfer: After answering a call, press **Flash** or the switch hook. Dial the number to be added. When the party answers hang up. The two callers will be connected.

Note: This list includes the most commonly utilized features for Business Phone. Please refer to the Welcome Guide at http://business.brighthouse.com/voice/business_phone/ for a complete list of user options, features, Troubleshooting Tips and FAQs.

HELPFUL INFORMATION

Keeping Your Business Phone Number

Each situation will be reviewed at the time of request based on where you're moving to and if it is within our serviceable area.

Monitored Security System

Bright House Networks Business Phone has been designed to work with monitored security systems.

Note: Bright House Networks recommends that both you and your alarm company test the alarm system after your Business Phone installation.

Moving Your Business

You must notify Bright House Networks before moving to a new location.

A Bright House Networks Technician must reinstall your Business Phone in your new location. We also need to update our records of your new address for E911 to ensure that emergency services are dispatched to the correct location.

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