

Brightspeed Voice+

with RingCentral

ONBOARDING GUIDE

What This Means for You

Your Brightspeed Fiber installation is the first step in setting up your Voice+ phone service. Voice+ setup will begin after your internet service is installed.

What Happens Next

1. Fiber Installation

- Please allow your Brightspeed internet service to be installed.
- This connection will support your Voice+ system.

2. Voice+ Setup Begins

- Voice+ is not configured during the installation visit.
- A Voice+ team member will contact you directly to set up your service.
- Your participation is required—Voice+ onboarding is fully remote and services cannot be completed without your assistance:
 - You are responsible for providing details for provisioning your service.
 - You should test all equipment to ensure they are working as expected. All customer phone and call flow testing should be completed prior to submitting a number port request.
- Onboarding duration depends on:
 - The complexity of your business needs
 - Your readiness to provide the required information to configure your service
- Once complete, our team will guide you step-by-step to ensure your service is configured correctly.

Equipment Information

If you have ordered equipment from Brightspeed, it will be shipped within 3 to 5 business days from the time the order is initiated.

If you are providing your own equipment, please ensure that it is a VoIP-compatible device listed on our certified voice device list. You can view supported devices [here](#):

Brightspeed Voice+ Supported Devices

- Voice+ is a VoIP service and does not work directly with analog devices.
- Because Voice+ onboarding is fully remote, you will be responsible for connecting and setting up your devices.
- **Devices & Equipment** from Brightspeed

What You'll Need to Provide

To complete your Voice+ setup, please have the following ready:

- **User Information (per person/device)**
 - Name
 - Email address
 - Phone number
- **Call Flow Details (how incoming calls should be handled)**
 - Menu options
 - Extensions
 - Voicemail
- **End-User Setup (device assignments)**
 - Desk phones
 - Mobile phones
 - Apps or browser/web phones
- **Number Porting (if applicable)**
 - Copy of your current phone bill
 - List of numbers to transfer

Important Reminders

Do **NOT** cancel your current phone service yet.

Please wait until:

- Voice+ service is fully active
- Phone numbers have been successfully transferred

Cancelling early may result in loss of your phone numbers.

How to Prepare

- ✓ Assign a point of contact for onboarding
- ✓ Gather user and call flow information
- ✓ Have billing documents ready (if porting numbers)

Need Help?

Once your Brightspeed Business Fiber service is installed, our Voice+ onboarding team will guide you through the next steps to ensure everything is set up correctly. If you have questions at any time during the process, you may contact our team at voipccms@brightspeed.com.



←
Scan for an
interactive
Voice+ demo.

