

Brightspeed Voicemail – Save Existing Messages

Brightspeed is excited to provide our customers with a new voicemail service starting in January 2024. We intend to deliver the same great features without changing the way customers navigate voicemail settings, menus, and access options.

The old voicemail platform and the new voicemail platform are technically incompatible eliminating our ability to retain existing voicemail settings nor any messages that may be saved in the voicemail box. We realize how important retaining saved voicemail messages can be and want to provide our customers with the opportunity to move those messages from the old platform into a format that will enable them to keep them for a very long time.

If you are currently using the voicemail to email feature and need to forward a message to your email inbox, please use the steps below.

If you do not have the voicemail to email feature set up in the existing platform and would like to save messages, please contact the Brightspeed support team at 833-692-7773, select the option for Repair or Technical Support and ask to have voicemail to email configured on your mailbox. You will need to provide the service representative with the following information:

- Telephone number associated with the voicemail box.
- Email address to forward saved voicemail messages to

Once your Brightspeed service representative has the forward voicemail to email feature setup on the existing platform, please complete the following steps to send a message to your email inbox.

1. Dial 1-877-VMESSAGE (1-877-863-7724) for Residential customers.
 - a. Enter your phone number:
 - b. Enter your PIN:
2. Press 1 to Listen to your messages.
3. Once you find the message you want to forward to email, press 4 to "Forward".
4. When prompted, enter your same phone number as the number to forward to, followed by #
5. Optionally, you can record an introduction to the message you want to forward or press 1 to skip.
6. Press # to send the message.
7. Repeat steps 2 through 6 for each message you want to forward to your email inbox.

Please Note: Forwarding voicemail messages to an email account can take up to 15 minutes to deliver. Please check your spam folder if you do not see it in your email inbox.