

BRIGHT HOUSE NETWORKS 

easy gadget

Getting Started



Welcome to Bright House Networks *easy gadget*

With the new *easy gadget* from Bright House Networks, your Bright House phone is no longer just a telephone. You now have a useful and simple tool that turns your current phone into an easy to use, state-of-the art communications device. *Easy gadget* brings your Bright House phone and Internet services together on your PC anywhere you go. You can see who is calling you with caller ID alerts, listen to important voicemail messages in any order you choose on your PC, place a call or send a text message with the click of a mouse, and manage your contacts. *Easy gadget* is another way Bright House Networks is making your life easier.

Getting Started

- To install *easy gadget*, visit www.brighthouse.com and select My Services from the home page. Then, log in and follow the link to register and download *easy gadget*.
- If you don't already have a **My Services** login, you will be able to create one by visiting www.brighthouse.com and selecting **My Services**. Note – to complete the creation of a secure login, you must have your account number and customer code located on your Bright House Networks bill.
- Once you login, you will be presented with the *End User License Agreement* for *easy gadget*. You must click on Agree at the bottom of the Agreement in order to proceed to installation.
- From the *easy gadget* installation badge on the right, click on **Install Now**. You will be prompted to complete an installation of Adobe Air software with *easy gadget*. Please select all prompts for Install, Open, Continue and Agree to the Adobe License Agreement to complete the installation. The install badge will tell you when you are finished. You will be presented with the **Login** screen (See page 2).

Service Requirements

You will need:

- Bright House Networks Home Phone Service
- Bright House Networks Road Runner Internet Service
- A Bright House Home Phone Service account user ID and password (see Getting Started)

System Requirements

- Operating System - Windows XP®, Windows Vista®, Windows 7®, Macintosh® OS10.4 or Macintosh® Snow Leopard.
- Browser - Internet Explorer 6 and higher, Mozilla Firefox version 3.0.6, and Safari 3 for Windows and Macintosh
- Flash Player 6.0.65 or higher
- Processor –1GHz or faster processor
- Minimum 512 Mb RAM
- Internet connection – preferably broadband 128k or higher to use *easy gadget*, including LAN, WIFI and wireless cell card



easy gadget Installation Badge

Logging in

To use **easy gadget**, enter the same username, password, and Bright House phone number that you used to register and download the software. This is the same username and password you created for using your Bright House online Phone Account Services and Home Phone Online Tools.

If you forgot your username and/or password, click “Forgot Username or Password?”. A web page will open, providing you with instructions on how to obtain new login credentials.

By clicking the “Remember Login” box, you will automatically be logged in to easy gadget every time you start the application. If you change your mind and want to enter your information every time, you can change this in the Settings tab.

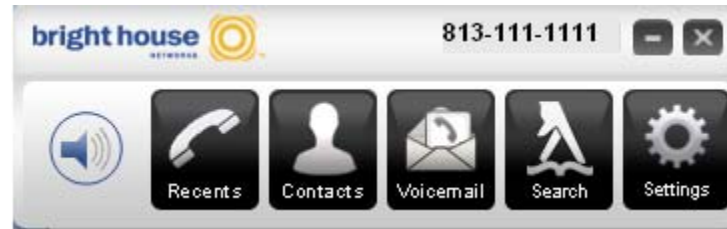
NOTE: You can only log into easy gadget for a single phone line at one time on one PC. If you want to monitor another line, close the application and then open the application again to re-login using a different phone number.

NOTE: In order to see Caller ID alerts on your PC, the easy gadget application must be running, you must be logged in using you’re My Services login ID and the box must be checked in Settings next to “Display notification when application is minimized”.



easy gadget Login screen

Main Taskbar



The application main taskbar sits on the desktop or is minimized to the toolbar for quick single-click access to all functions.

At the top of the main taskbar, you can see the phone number being monitored, open the *easy gadget* Registration and Support web site by clicking on the logo, minimize *easy gadget* and close *easy gadget*.

Recents: Keep in touch with family, friends, customers, and important contacts through an online call history that lets you create and edit contacts, and respond to recent calls by calling or texting with the click of a mouse. You can now delete calls from the Recents call list. **(NEW FEATURE!)** For more on **Recents**, see page 6.

Contacts: Creating contacts in *easy gadget* allows you to personalize your caller ID alerts and voicemail descriptions by assigning unique nicknames, pictures and ringtones to your family, friends and important business associates. For more on **Contacts**, see page 8.

Voicemail: Listen to your voicemail on your computer wherever you are. With visual voicemail, you can see all of your stored voicemail messages and listen to the messages in any order you choose. For more on **Voicemail**, see page 7.

Directory Search: Search our online directory for free. Look up a phone number for a person or business with free online directory search. For more on **Directory Search**, see page 10. - **NEW FEATURE!**

At the bottom of every *easy gadget* screen that is opened, you can mute and un-mute ringtones and collapse the screen to the main task bar.

Settings: Personalize how you want to use *easy gadget* features, including displaying caller ID alerts, starting and logging into *easy gadget*, selecting a default ringtone for caller ID alerts, sending caller ID alerts to your mobile phone, and remotely forwarding calls from your Home Phone to another phone. For more on **Settings**, see pages 4 and 5. **(NEW FEATURES!)**

Incoming Call Alert

The *easy gadget* caller ID alert (sometimes referred to as a toaster pop-up), displays in the bottom right-hand corner of the PC monitor for approximately 15 seconds when an incoming call is received by your Bright House Home Phone (see below). If the caller has been entered in **Contacts** along with a picture and ringtone, the nickname of the caller will appear in the alert along with the picture and the ringtone will play. **NOTE:** *easy gadget* must be running and you must be logged in to receive the incoming call alert.

caller ID on PC
powered by
bright house NETWORKS



General Settings

General Settings

From the main taskbar, click >**Settings** icon. Then click >**General** folder tab

Open application at computer startup

Eliminate startup steps by selecting automatic startup and have *easy gadget* ready for use when you start your PC – just start your PC and *easy gadget* is waiting for you.

Remember login information


Have *easy gadget* open and ready on your desktop when you start *easy gadget*. No more remembering usernames and passwords.

Desktop Setup

Reduce clutter on your taskbar. You can configure *easy gadget* to minimize only to the system tray by clicking on the box next to “Minimize to system tray only”. To minimize the application to both the taskbar and the system tray, uncheck the box. – **NEW FEATURE!**

Default ringtone

If you want to play the same Ringtone for all contacts except specific contacts, you can select a default Ringtone. Open the dropdown menu under **Default Ringtone** and make your choice. Each ringtone you choose will play. Remember to turn on your speakers.

Tip – Mute Ringtones only: Click  on the main taskbar to mute Ringtones while leaving your PC audio un-muted.

Tip – Selective Silence Ringtones: If you don't want to hear a Ringtone for a specific contact, select the Ringtone entitled “Silence”. If you don't want a Ringtone to play for all calls or most contacts, select a default Ringtone entitled “Silence”.

Click  when you're done.



Easy gadget General Settings

Caller ID and Phone Settings

Caller ID Settings

From the main taskbar, click >**Settings** icon. Then click >**Caller ID** folder tab

Incoming Caller ID Pop Up Notification

Display a pop-up on your computer when you have an incoming call on your Bright House phone even when **easy gadget** is minimized on your desktop. Check the box next to “Display notification when application is minimized.”

Note: you cannot answer the call on your computer. You will need to pick up the phone if you are near it.

Send Caller ID Notification to Mobile Phone - **NEW FEATURE!**

You can send a text notification to your mobile phone by checking the box next to “**Enable**” under **Send Caller ID notification to Mobile Phone**. Then enter your mobile phone number and select the carrier for your mobile phone service from the dropdown menu. When your Bright House phone is called, you will receive a text message on your mobile phone.

Specifying Contacts Only for Caller ID Alerts to Mobile Phone

You can choose to send a text notification for all calls to your Bright House phone, or just be notified when specific callers designated in your Contacts call you. To specify only callers in your Contacts, click the checkbox next to “**Send notification for selected Contacts only.**” This will open a window with a list of your Contacts. Click the checkbox next to “**Select All**” at the top of the list if you want a text notification for all Contacts, or scroll through your Contacts and check just the ones you only wish to receive a notification.

Phone Settings

From the main taskbar, click >**Settings** icon. Then click >**Phone** folder tab

Call Forward your Home Phone - **NEW FEATURE!**

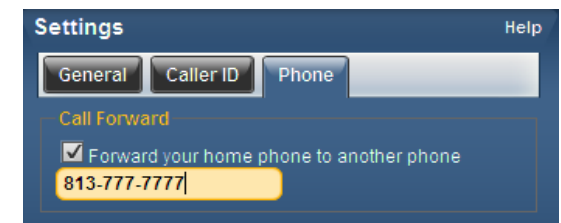
To forward your Bright House phone to another phone from **easy gadget**, click on the checkbox next to “**Forward your home phone to another phone**” and enter the phone number you want to forward calls to. Un-checking this box disables call forwarding. Also, pressing *73 from your Bright House phone will disable call forwarding.

Click  when you're done.

NOTE: Call Forwarding your Home Phone disables caller ID alerts to the PC and mobile device. This is the same result as if you use *72 to forward your Home Phone using your telephone handset.






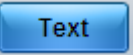

easy gadget Caller ID to PC and Mobile Settings



easy gadget Call Forward Settings

Recents

Recents displays the most recent 25 incoming calls. No outgoing calls are displayed. When you click on a call in the **Recents** log, a call detail dialogue box will open. Along with information about the call, you are provided with tools to manage and respond to the call you've selected.

- From the main taskbar, click **>Recents** icon.
- Click on a selected call.
- If a phone number in the list has not been added to **Contacts**, click  to create a contact. For more on adding contacts, see page 7.
- If the phone number has already been assigned in **Contacts**, click  to open an existing contact and make changes. For more on editing contacts, see page 7.
- Click the  button to automatically connect your Bright House phone to the selected number posted in your call history log. For more on click-to-call, see Call Management, page 8.
- Click  if shown for numbers that have been assigned as a mobile number in your **Contacts**. For more on click-to-text, see Call Management, page 8.
- Click the  button to delete a call from your **Recents** call list. - **NEW FEATURE!**





easy gadget Recents screen


Voicemail

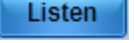
Use your computer to listen to your Bright House voicemail no matter where you are. **Voicemail** opens a list of stored voicemail messages in your Home Phone inbox. Highlighting a voicemail on the list allows you to listen to the voicemail on your PC, update **Contacts**, or click-to-call.

- Click on a selected call.

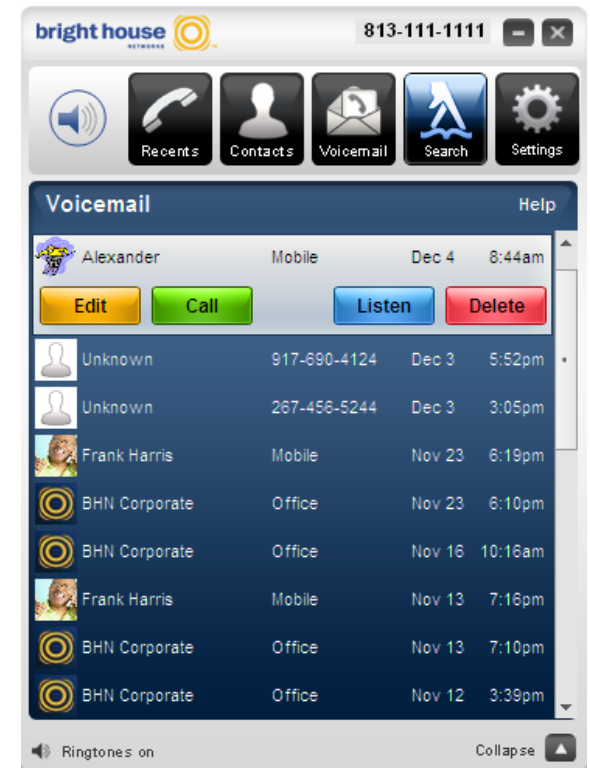
- If a phone number in the list has not been added to **Contacts**, click  to create a contact. For more on adding contacts, see page 7.

- If the phone number has already been assigned in **Contacts**, click  to open an existing contact and make changes. For more on editing contacts, see page 7.

- Click the  button to automatically connect your Bright House phone to the selected number posted in your call history log. For more on click-to-call, see Call Management, page 8.

- Click the  button to listen to a voicemail.

- Click the  button to delete the voicemail.



easy gadget Voicemail screen






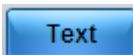

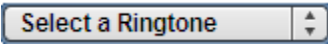
Note: You must subscribe to Bright House voicemail service in order to use **easy gadget** voicemail. With Bright House voicemail service, you can retrieve your voicemail messages at home and away by using the telephone, online through your Internet browser and from within **easy gadget**. Bright House voicemail service is available for a low monthly rate. Call Bright House Networks to order Bright House voicemail service.

Contacts

From **Contacts**, you can enter and label different phone numbers, assign a picture to a contact and assign a unique ringtone to play on the PC whenever the person calls your Bright House phone. All your contacts are stored on the network. This means you will have access to all of your contacts on every PC you install **easy gadget** and unlike a mobile phone, you won't lose them if you change your PC or your PC stops working. Contacts can be added and edited from within **Recents**, **Contacts** and **Voicemail**.

From the main taskbar, click **>Contacts** icon.

To view contact information, click on a selected contact name.

- Click the  button to add a new contact.
- Click the  button to edit current contact information.
- Click the  button to import contact information from a .CSV file.
- Click the  button to export contact information to a .CSV file.
- Click the  button to automatically connect your Bright House phone to the selected number posted in your call history log. For more on click-to-call, see Call Management, page 8.
- Click  if shown for numbers that have been assigned as a mobile number in your **Contacts**. For more on click-to-text, see Call Management, page 8.
- **Assign a Picture to a Contact:** Click on  to assign a picture to your contact. You can now browse picture files on your PC and select one to assign to the contact.
- **NOTE:** Images stored in GIF, JPEG, and PNG format can be assigned to contacts. The maximum file size for a picture image is 100kb. If you attempt to assign a larger size image, an Error message will appear.
- **Assign a Ringtone to a Contact:** Click on  and then choose (click) a unique Ringtone from the list provided. Each ringtone will play when you click on it.

When finished creating your new contact, click  and exit the Contact screen.



easy gadget Contacts screen




easy gadget Contact Add/Edit/Delete screen

Call Management

Placing a Call from your computer:

With just one click you can be automatically connected with your recent calls, saved contacts and voicemail from your Bright House phone without having to dial!

In **Recents**, **Contacts** and **Voicemail**, highlight an item on the list and click on . **Your Bright House phone will ring.** Once you **pick up your telephone**, the call will be completed to the phone number selected.

NOTE: Click-to-call only works for making a call from your Bright House phone. Click-to-call will not work from a different phone or one that that your Bright House phone has been forwarded to using call forwarding.

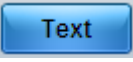

easy gadget phone dialing dialog box



NOTE: Click-to-Call will only work for calls to phones within the United States. International calls are not supported with Click-to-Call. **You cannot call 911 using click-to-call. To call 911, please use your telephone**

Sending a text message from your computer:

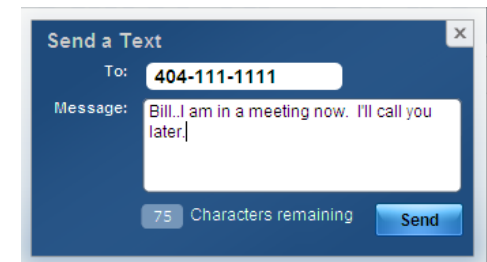
Easily send text messages from your computer to your friends' and colleagues' mobile phones you have identified in your **Contacts**. You must first create the **Contact** and list a number as **Mobile** before you will be given the option to send a text message to that number. See **Contacts**, page 7.

From within the **Recents** and **Contacts**, select a mobile number to receive a text message and then click . Click the  button when finished preparing your text message (maximum length of text message is 125 characters).

NOTE: **easy gadget** can only send text messages to mobile phones that will accept text messaging. Not all mobile phone carriers will accept text messages from **easy gadget**. Recipients of text messages are responsible for all costs associated with receiving text messages from **easy gadget**. **easy gadget** cannot receive text messages. Delivery of text messages is not guaranteed.



easy gadget Recents call management bar



easy gadget text message composition box

Directory Search - **NEW FEATURE!**


The Directory Search tab lets you look up a local phone number for a person, a specific business or by category of business.

From the main taskbar, click **>Search** icon.

Business Search


Phone Number Search

Fill in the fields for a category of Business Product or Service (i.e., plumbing, pizza, etc.) or a specific Business Name (Antony's Pizza) and the city and state or zip code. You can also enter a business phone number in the reverse number lookup field to find out what business owns that phone number.

When finished, click on 

People Search

Fill in the fields for a person's first name, last name and the city and state or zip code. You can also enter a residential phone number in the reverse lookup field to find out who owns that phone number.

When finished, click on 


Search Results Details

You can look at the details of each search result by clicking on the listing provided.

Click the  button to automatically connect your Bright House phone to the selected number.

To add a directory listing to **Contacts**, click  to create a contact. For more on adding **Contacts**.

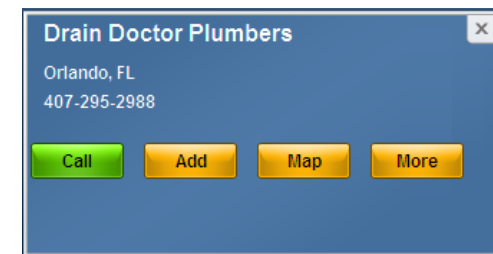
To get directions to the address listed, click  and your browser will open to a map and directions page.

To find out more about this listing, click  and your browser will open to a details page. More information is only provided for listings with additional details provided on the web.

NOTE: Names and phone numbers will only be provided if they are listed in the online phone directory. Not every phone number is listed in online directories, including non-published, non-listed and private numbers.



easy gadget Directory Search screen



easy gadget Search Results details screen

Troubleshooting

☉ **The Bright House Networks logo on the top left corner of the *easy gadget* taskbar is not visible or the *easy gadget* is not visible**

Make sure you are logged in with your primary Home Phone account.

☉ **The Incoming caller ID pop-up message on the PC does not work**

Make sure the *easy gadget* application is running, that you are logged into the application and the box is checked in **Settings** next to “Display notification when application is minimized”. If that does not work, your Internet connection might have gone down and you may need to log back into *easy gadget*.

☉ **You can't hear ringtones**

Make sure the speakers on your PC are turned on (un-muted), or your headphones are plugged in and the volume is high enough to hear. Also, make sure your ringtones are un-muted in *easy gadget* and the ringtone for caller is not set to **Silence**.

☉ **You can't hear voicemail messages**

Make sure the speakers on your PC are turned on (un-muted), or you headphones plugged in and volume is high enough to hear.

☉ **Click-to-Call is not working**

Make sure you are dialing a phone number in the United States. Make sure you are sitting next to your Bright House phone. It will ring when you click the >Call button and you must pick it up to complete the call.

☉ **A mobile phone is not receiving my text message sent from *easy gadget***

The mobile phone might not be accepting text messages, or the mobile phone carrier might not be delivering text messages from *easy gadget*. Not all mobile phone carriers will deliver text messages from *easy gadget*.

☉ **The Voicemail message does not appear**

Only current stored (new or saved) voicemails are displayed. The voicemail might have been deleted using the telephone (either from the Bright House phone or remotely).

☉ **You have too many contacts and want to purge several at once**

There is no mass-delete function in the application. Contacts can only be deleted one at a time. If you want to delete several contacts or all contacts and start over, you must un-register *easy gadget* and then re-register *easy gadget*. **Un-registering *easy gadget* deletes all stored Contacts and prior call history in Recents. Before you un-register *easy gadget*, we recommend that you export your Contacts to a .CSV file in case you want to easily Import them back into *easy gadget* after you re-register.**

For more help with Bright House Networks *easy gadget*, visit www.brighthouse.com

Service is not available in all areas. Subject to applicable restrictions, tariffs and service agreements. Contact Bright House Networks for details.