Verizon Voicemail User Guide

NY/REGION - Business

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Getting Started

The first time you use your mailbox, you must "personalize" it using the following steps: Using a Touch-Tone® telephone:

1. **Dial your Access Number.**
   When calling from a remote telephone you will need to press ⌗ and dial your mailbox number.

2. **Dial your starter Password (4 or 7 digits).**

3. **Create a new Password.**

When prompted, enter an easy-to-remember number consisting of 4-10 digits and press the ⌗ key. Since you MUST remember this Password, the service will recite it back.

- Press ① to keep.
- Press ② to cancel and change.

To ensure security, we recommend NOT using:

- Your telephone (or mailbox) number.
- A series of same numbers (e.g., 33333).
- Sequential numbers (e.g., 23456).

4. **Record your greeting.**

When prompted, record the greetings your callers will hear when you are unavailable for calls and press the ⌗ key. The service will recite it back.

- Press ① to keep.
- Press ② to cancel re-record.

5. **Record your name.**

When prompted, record your name and press the ⌗ key. The service will recite it back.

- Press ① to keep.
- Press ② to cancel and change.

Important Notice: Your Verizon Voicemail service is governed by the **Terms of Service for Verizon Voicemail for Business** available to you at **verizon.com/terms.** Please review the Terms carefully. By using the service, you are agreeing to those Terms, including arbitration of any disputes. If you are unable to view them online please call **1.800.VERIZON** (1.800.837.4966).

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Message Retrieval

Accessing your mailbox and hearing your messages

From your mailbox telephone line:

1. Dial your Access Number.[1]

2. Dial the Password you created.

3. To hear your messages, press ① and follow the recorded instructions.

4. You must erase, save, replay or skip each message before you can hear the next one. When the message ends, press:

Message Retrieval			
Replay	Save	Erase	Skip
①	②	③	#

From any other line:

1. Dial your Access Number, with area code when necessary.

2. Wait for an answer, then press #. (If you are using a calling card, wait for the system greeting to end before pressing #.)

3. Dial your Mailbox Number and follow the voice instructions.

You can use these short-cuts when accessing your messages:

Message Retrieval

① Replay

② Save

③ Erase

⑥ Jump to the end

⑦ Backup

⑧ Pause

⑨ Jump ahead

＊ Main Menu

⓪ Help

Skip message

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1. Usage charges for message rate customers are not included in the monthly charge.

Personal Options

How to change your Personal Greeting, Password or Recorded Name

You have the option of changing your Personal Greeting, Password or your Recorded Name by following these instructions:

From your mailbox telephone line:

1. Dial your Access Number.
2. Dial your Password.
3. Press ③ and follow the recorded instructions.

From any other line:

1. Dial your Access Number, including area code where necessary.
2. Wait for an answer, and press #.
3. Follow the recorded instructions.

Selecting a Default Greeting

Please note that the system provides you with the option of using the standard greeting or you can record your own.

Standard Greeting:
"The person you called (your name or number) is not available right now. Please leave your message at the tone."

Multiple/Guest Mailboxes

Guest Mailbox feature

Basic Business Call Answering comes with Guest Mailbox, a convenient feature developed especially for you — our business customer. Guest Mailbox lets you, the host, send and receive internal messages to and from co-workers you communicate with frequently, business associates who travel or people who work different hours than you.

How Guest Mailbox works

You can create one, two or three additional guest mailboxes for internal communications only on your line, with yourself as the host mailbox. After you've chosen passwords for the guest mailboxes, you can send messages to one or more of them. Your guests can retrieve these messages from any touch-tone telephone.

Multiple Mailbox feature

Multiple Mailbox allows you to create additional mailboxes on your line so external callers can direct their messages to the appropriate person or department. The number of additional boxes ranges from three to eight depending on locality.

How Multiple Mailbox works

When people call your telephone number and the line is busy or no one answers, they will hear the personalized greeting that you recorded.
For example: "Thank you for calling Acme Enterprises. We are unable to take your call at the moment. Please leave a message and we will return your call as soon as possible."

"If you want Ms. Smith, press 1 *"*
"If you want Mr. Jones, press 2 *"*
"If you want Accounts Payable, press 3 *"*
Or, "For Mr. Johnson (host), wait for the tone."

After dialing your access number, you will hear an interrupted dial tone if you (host) or any of your Multiple Mailbox owners have new messages. Business Call Answering will also tell you which Multiple Mailbox has messages and the number of messages for that mailbox.

If you are the only one who has a message(s), the system will say,
"You have (number) messages."

Setting up Multiple/Guest Mailboxes

1. Dial your Access Number.

2. Dial your (host) Password.

3. From the Main Menu, press 3 3.

4. Choose a Mailbox number (Multiple 1-3 or 8 depending on locality), or (Guest 1, 2, 3), to set up Multiple/Guest Mailbox.

5. The system automatically provides a Password for each additional mailbox. Keep it on record or choose a Password of your own.

You can:
- Press 1 to keep the Password.
- Press 2 to change the Password.

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Accessing more than one Multiple Mailbox per phone call:

1. Press ⊞ from the Main Menu.

2. Enter the Password of the Multiple Mailbox you wish to access.

Using Multiple/Guest Mailboxes

You will be asked to record a name and greeting for each mailbox. With Multiple/Guest Mailboxes, each person, using their own password, can retrieve, save and erase only their own messages. Each person can also change their Recorded Name, Greeting or Password.

Accessing your mailbox and hearing your messages

From your mailbox telephone line:

1. Dial your Access Number.

2. Dial your Multiple/Guest Mailbox Password.

3. The system will tell you how many messages you have and which other mailboxes have messages.

4. Follow the recorded instructions.

5. To access more than one mailbox on a single call, from the Main Menu, press ⊞.

6. Enter the Password for the mailbox you wish to access.

From any other line:

1. Dial your Access Number, including area code when necessary.

2. Wait for an answer and press ⊞. (If you are using a calling card, wait for the system greeting to end before pressing ⊞.)

3. Follow the recorded instructions.

Erasing Multiple/Guest Mailboxes

The host can erase any of the mailboxes created. Erasing a Multiple/Guest Mailbox erases ALL MESSAGES, the Password, Recorded Name and Personal Greeting associated with that mailbox.

1. Dial your Access Number.

2. Dial your Password.

3. From the Main Menu, press ③③.

4. You can then choose the mailbox to erase (1, 2 or 3).

5. Follow the recorded instructions:

- Press ① to erase the mailbox.
- Press ② NOT to erase the mailbox.

You can choose the number of the next mailbox you want to erase, or you can press ⊞ to finish.

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Sending messages (Guest Mailboxes only)

Sending messages to your guests:

1. Press ② from the Main Menu.

2. Dial a Guest Mailbox number (1, 2 or 3) and press #.

3. Press ① to continue. You will also hear options to re-dial and add mailboxes.

4. After the tone, record your messages and press #.

5. You will hear the Send Menu:

- Press ① to send your message.
- Press ② to record your message again.
- Press ③ to hear your message.
- Press ④ to choose Delivery Options.
- Press ✳ to cancel sending your messages.

NOTE: Messages left in Guest Mailboxes are included in total message capacity: 40.

Sending messages to the host from the guest:

1. Press ② at the Main Menu.

2. After the tone, record your message and press #.

You will then have the following options:
- Press ① to send your message.
- Press ② to record your message again.
- Press ③ to hear your message.
- Press ✳ to cancel sending your message.

Managing Your Messages

- The interrupted dial tone sounds only when there are new messages.
- The service holds 40 messages at one time (including those new and saved).
- Once the 40-message limit is reached, you can't receive new messages until you erase some.
- New and saved messages are kept for 30 days and then automatically erased.
- Maximum message length is 2 minutes.
- Length of outgoing greeting is 45 seconds.

Pager Notification (NY Only)

Notification Options

To get to the Notification Options Menu:

- Press ③ from the Main Menu to go to the Personal Options Menu.
- Press ⑤ to go to Notification Options.

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Turning Pager Notification on or off

From the Notification Options Menu, you can turn Pager Notification ON or OFF.

- When paging is:
    - ON, the service will call you to announce new messages in your mailbox
    - OFF, the service will NOT call you to announce new messages in your mailbox.

Establishing a schedule

You may establish two different schedules. The service calls these 1st Schedule and 2nd Schedule, respectively.

From the Notification Options Menu:

1. Choose Notification Schedules.

- Press ⬚1 to establish 1st Schedule.

- Press ⬚2 to establish 2nd Schedule.

2. After you choose which schedule to establish, the service will ask you a series of questions. It will confirm each of your answers, then say:

- Press ⬚1 to continue.

- Press ⬚2 to change it.

3. Once the schedule is set, you can accept it as is or hear it again.

Questions the Service Will Ask

- The beeper number you can be reached at for notification of new messages.
- The hours between which you'll accept calls during the week.
- The hours between which you'll accept calls during the weekend.
- The type of messages you want the service to notify you of:
    - ALL MESSAGES
    - ONLY URGENT MESSAGES

Why establish two schedules?

You establish two schedules so the service can reach you under different conditions at different times. For example, you could set the 1st Schedule to notify you of ALL messages from 9:00 a.m. – 5:00 p.m. Then you could set the 2nd Schedule to notify you of ONLY URGENT messages from 5:30 p.m. – 8:00 p.m.

Cancel one schedule

If you want only one schedule, you may cancel one of the two.

From the Notification Options Menu:

1. Choose Notification Schedules.

- Press ⬚1 for 1st Schedule.

- Press ⬚2 for 2nd Schedule.

2. Press ⬚2 to cancel the schedule.

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With Pager Notification, you can have the service page you when any new messages are received:

• Set Pager Notification to ON.
• Establish when, where and under what conditions the service is to page you to announce new messages.

Important Tip
Before you start:

• Note what information the service will ask for. The process will go quickly and easily if you have your answers ready.
• For a complete list of needed information.

Wireless Notification

Only available with Verizon Wireless phones. Not available in all areas. No charge for the feature but it requires activation. Contact your local business office.

You can be notified on your Verizon Wireless digital cell phone when messages are left in your mailbox. You will receive a text message, "Your have a voicemail message at XXX-XXX-XXXX (your mailbox access number)." You will not be charged for this feature or text message; however, it does require activation. To order, please call your local business office.

If you need help using Verizon Voicemail or have questions about the service, please call 1.800.VERIZON (1.800.837.4966).

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