



# USER GUIDE

Verizon Home Voice Mail  
Easy steps to get you started

## Home Voice Mail service types

Feature <sup>1</sup>	Basic HVM <sup>4</sup>	Advantage HVM <sup>4</sup>	Standard HVM	Multiple HVM <sup>4</sup>	OnePoint Voice Mail
Greeting	45 seconds	45 seconds	45 seconds	45 seconds	60 seconds
Busy Greeting					✓
Extended Absence Greeting					✓
Message Storage	10 days <sup>2</sup>	10 days	30 days	30 days	30 days
Message Capacity	10 2-minute <sup>2</sup>	10 2-minute	30 2-minute	50 2-minute	50 3-minute
Multiple Mailbox Extensions				Up to 8 <sup>3</sup>	Up to 8 <sup>3</sup>
Spanish Prompts	✓	✓	✓	✓	✓
Multiple Number Service					✓
Message Notification					
Special Delivery (Outcall Notification)					✓
Pager Notification			✓	✓	✓
Reminder Calls	✓		✓	✓	✓
Wake-Up Call	✓		✓	✓	✓
Send messages to Verizon Home Voice Mail Subscribers	✓		✓	✓	✓
Group Lists	5/10		3/25	3/25	3/25
Reply to Messages	✓		✓	✓	✓
Forward Messages	✓		✓	✓	✓
Private Messages	✓		✓	✓	✓
Urgent Messages	✓		✓	✓	✓
Future Delivery	✓		✓	✓	✓
Return Receipt	✓		✓	✓	✓

### Notes:

- <sup>1</sup> Features may not be available in all areas or with all mailbox types. If option is not presented in mailbox prompts, it may require activation and a charge may apply.
- <sup>2</sup> In some areas, Basic Mailbox has a capacity of 7 one-minute messages stored for 7 days.
- <sup>3</sup> Maximum of three extensions in some areas.
- <sup>4</sup> No longer available for purchase. If you currently subscribe to these products you may continue to do so at your existing location until further notice from Verizon.

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# Getting Started

Before using Home Voice Mail for the first time, take a few minutes to get set up. Follow the steps below and listen carefully to the recorded instructions.

1. Dial the Verizon Home Voice Mail system number. Wait for the system to answer.
2. Depending on where you are ...
  - at home**
    - Enter your starter passcode.
    - Press **#**. Now go to Step 3.
      - or -
    - away from home**
      - Press **#**.
      - Enter your mailbox number, which is the same as your home telephone number.
      - Enter your starter passcode.
      - Press **#**. Now go to Step 3.
  - 3. Listen carefully to the recorded instructions. They will guide you through setting up your mailbox — the place where your messages, greetings and passcode are stored and where all Home Voice Mail activities take place.

Note: Your starter passcode is either your 7-digit telephone number or the last four digits of your telephone number, depending on your area. Please refer to your welcome letter.

You will:

- Create your own 4-10 digit passcode.

It is important that you choose a passcode that's easy for you to remember but hard for others to guess. Do not use any portion of your telephone number, one digit repeated (for example, 4444), or a sequence of digits (for example, 1234 or 9876). Memorize your passcode or write it down.

- Record the greeting your callers will hear.
- Record your name as a label for your mailbox.
- For Multiple Mailbox, there are a few additional steps required to set up this feature. OnePoint Voice Mail also includes this option. Please refer to "Setting Up a Multiple Mailbox" section of this guide. This feature is not available in all areas.

The next time you access your mailbox, you can record a special busy greeting\* that your callers will hear when your line is busy.

If you do not record a busy greeting, callers will always hear your regular greeting.

\*Busy greeting is available only with OnePoint Voice Mail where facilities exist.

## Managing Your Messages

With Home Voice Mail, you will be able to access your mailbox and hear your messages — even when you are away from home. All you need is a Touch-Tone telephone. A recorded voice will take you through the steps.

- You'll know you have messages when you hear an interrupted dial tone on your home phone.

The indicator will remain until you have saved or deleted all messages. You can still make calls while the indicator is on.

- Follow the easy-to-use recorded instructions to access and hear your messages.
- There is no need to wait until the end of a voice prompt. Once a prompt starts, you can enter a selection at any time.
- Message capacity and storage for messages varies by mailbox type. Refer to the table in the front of this user guide for your mailbox parameters. Once the message limit has been reached, you cannot receive new messages until you erase some of your stored messages.

## Accessing Your Mailbox

To listen to your messages or to access other Home Voice Mail options, you will first need to dial into your mailbox.

### To access your mailbox from your home telephone:

1. Dial your Access Number.
2. Enter your Passcode to reach the Home Voice Mail Main Menu.

### To access your mailbox when away from home:

1. Dial your Access Number, with area code when necessary.
2. Wait for an answer, then press **#**.
3. Enter your mailbox number, (your 7 or 10 digit home telephone number depending on your area).
4. Enter your Passcode to reach the Home Voice Mail Main Menu.

## Listening To Your Messages

Each message you retrieve is marked with the day and time it was received. For example, your message will be marked: "Received Monday, June 22, at 1:23 p.m." You will then hear the recorded message. You will hear new messages first, followed by saved messages.

### How to listen to your messages:

1. Call Home Voice Mail as described in "Accessing Your Mailbox."
2. Press **1** at the Main Menu to hear your messages.
3. After you hear each message, you can:
  - Press **1** to replay the message.
  - Press **2** to save it.
  - Press **3** to erase it.
  - Press **4** to reply to a message left by another mailbox subscriber.\*
  - Press **5** to send a copy to another mailbox subscriber.\*
  - Press **#** to skip the message. (The message will remain as a new message.)

\* Not available with all mailbox types.

When replying to a message or sending a copy of a message, you have several delivery options available.

- To mark the message urgent priority, press **1**. Urgent messages are played prior to other new and saved messages.

- To mark the message for private delivery, press 2. The recipient will not be able to send your message to another subscriber.
- To mark the message for future delivery, press 3 and follow the instructions to set up the date and time for delivery in the next 30 days.
- To receive a confirmation receipt when the message has been delivered, press 4.

You must save, erase, or skip each message before you can hear the next one.

## Personal Options

From the Personal Options Menu you can change your passcode, greetings or name. You can also set up multiple mailboxes, group lists for messaging, notifications when new messages are received, wakeup calls and reminders. You can reach the Personal Options Menu by pressing 4 at the Main Menu.

## Passcodes and Greetings

### How to change your passcode:

You can change your passcode as often as you like. Choose a 4-10 digit passcode that's easy for you to remember and hard for others to guess. To protect the security of your mailbox, do not use any part of your telephone number, a repeated digit (444444), or sequential numbers (34567). If you ever forget your passcode, you can reset it at verizon.com or you can call Verizon Repair.

To change your passcode:

1. At the Main Menu, press 3 for Personal Options.
2. Press 2 and follow the recorded instructions.

### How to Change Your Recorded Name or Use Your Mailbox Number as a Label:

Your recorded name is used as a label for your mailbox when sending messages to other mailboxes. It is also used if you choose the automated system greeting for your callers.

To change your recorded name:

1. At the Main Menu, press 3 for Personal Options.
2. Press 1 to Change Greeting or Recorded Name.
3. Press 2 and follow the recorded instructions to change your recorded name or to use your telephone number as the label for your mailbox.

### How to Change Your Personal Greeting:

Your personal greeting is heard by callers when you are unavailable. You can record your own greeting or use the automated system greeting which will identify your mailbox by inserting your recorded name or telephone number in the recording.

*"The person you called (recorded name or mailbox number) is not available right now. Please leave your message at the tone."*

To change your personal greeting:

1. At the Main Menu, press **3** for Personal Options.
2. Press **1** to change greeting or recorded name.
3. Press **1** and follow the recorded instructions.

## How to Change Your Busy Greeting:

*(Available only with OnePoint Voice Mail. Not available in all areas.)*

Your busy greeting is a separate greeting that is used to let your callers know that you are already on the phone.

You can record your own greeting or use the automated system greeting.

*"The person you called (recorded name or mailbox number) is on the phone right now. Please leave your message at the tone."*

To change your busy greeting:

1. At the Main Menu, press **3** for Personal Options.
2. Press **1** to change greeting or recorded name.
3. Press **4** and follow the recorded instructions.

If you choose not to record a busy greeting, your callers will always hear your personal greeting.

## To Use Your Extended Absence Greeting:

*(Available only with OnePoint Voice Mail. Not available in all areas.)*

You can use an extended absence greeting to play a temporary greeting that cannot be bypassed by callers by pressing **#**. For example: "You've reached the Scott residence.

*If you are calling about soccer, games are cancelled on September 23rd due to rain. Next practice is on Monday. Otherwise, please leave your name, telephone number, and a message and we'll return your call as soon as we can."*

To use an extended absence greeting:

1. Press **3** at the Main Menu for Personal Options.
2. Press **1** to Change Greeting or Recorded Name.
3. Press **3** and follow the recorded instructions.

Each time you access your mailbox, you will be reminded that you have an extended absence greeting activated. You will be prompted to press **1** to keep it or press **2** to delete it. When you delete it, your greeting will return to your previously recorded personal greeting.

Note: The maximum length for greetings is 45 seconds. With OnePoint Voice Mail, the maximum is 60 seconds.

## Multiple Mailbox

*Multiple Mailbox is no longer available for purchase. Order OnePoint Voice Mail for multiple mailboxes. If you currently subscribe to Multiple Mailbox, you may continue to do so at your existing location until further notice.*

Multiple Mailbox is great for families with teenagers, for households with roommates and for people who work at home. With Multiple Mailbox, up to eight\* additional members of your household can receive private messages in their own personal mailbox.

Each household member has his/her own passcode and greeting. There's no wading through other people's messages to get to yours. Even better, your messages are kept private for you until you are ready to review them.

\*In some areas, only three mailbox extensions are available.

The "host" is the person who sets up the Multiple Mailbox and records the initial greeting. For example:

*"You have reach the Smiths."* The system will give instructions for reaching the mailboxes you have created using the recorded name for each mailbox:

- *"If you want [Mary], press 1."*
- *"If you want [Justin], press 2."*
- *"If you want [Family mailbox], just wait for the tone."*

To leave a message, the caller will press the appropriate number, hear that person's personal greeting and leave a message for that person.

If you've recorded a busy greeting (where available), or selected the standard busy greeting, callers will hear this greeting when the line is busy. Callers may then press the appropriate number to reach a selected mailbox and hear the household member's personal greeting.

## Setting up a Multiple Mailbox:

1. At the Main Menu: press **3 3** to set up or erase a multiple mailbox.
2. Press an extension number to set up the corresponding mailbox

for a household member.

3. The system automatically provides a passcode for each mailbox. Write it down to pass it on to the appropriate household member, or, if you wish, choose another. You can press **1** to keep the Passcode or **2** to change the Passcode.

### Passcode for:

Household member 1 \_\_\_\_\_

Household member 2 \_\_\_\_\_

Household member 3 \_\_\_\_\_

Household member 4\* \_\_\_\_\_

Household member 5\* \_\_\_\_\_

Household member 6\* \_\_\_\_\_

Household member 7\* \_\_\_\_\_

Household member 8\* \_\_\_\_\_

\*In some areas, only three mailbox extensions are available.

You will be asked to record a name and greeting for each mailbox. This name will be used by the system to instruct callers how to reach each mailbox. Each person, using his or her own passcode, can retrieve, save and erase only his or her own messages. Each person can also change his or her recorded name, greeting or passcode.

Note: If an extension user forgets his or her passcode, the host must delete the submailbox and recreate it. All messages and greetings will be deleted. The passcode cannot be reset.



## How to listen to your messages:

1. When you access your mailbox, the system will tell you how many messages you have and which other mailboxes have messages.
2. Press **1** from the Main Menu to hear your messages.
3. For message playback options, refer to "Listening to Your Messages."
4. To access more than one mailbox on a single call, press **\*** at the Main Menu.
5. Enter the passcode for the mailbox you wish to access.

## Deleting a Multiple Mailbox:

The host can delete any of the mailboxes created.

**Note:** Deleting a Multiple Mailbox erases all messages, the passcode, the recorded name and the personal greeting associated with that mailbox.

1. Call Home Voice Mail as described in "Accessing Your Mailbox."
2. Press **3 3** from the Main Menu to set up or erase a multiple mailbox.
3. Press an extension number to erase the corresponding mailbox.
4. Press **1** to confirm that you want to erase the mailbox.

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

## Messaging

*Not available in all areas except with OnePoint Voice Mail.*

With Messaging, you can send a message directly to other Home Voice Mail subscribers within your voice mail system community without ringing their telephone. Delivery Options allow you to mark your message urgent, private, for future delivery, or confirmed delivery. Future delivery allows you to record a message to be delivered up to 30 days into the future. With confirmed delivery, you receive a return receipt so you know they got the message.

You can easily send many people the same message, you can send a message to yourself and you can reply to messages received from another Verizon voice mail subscriber.

## How To Use Messaging:

Remember to always enter the 10-digit number (area code plus telephone number) of the person to whom you want the message delivered or a two-digit group list number:

- To send a message, press **2** at the Main Menu.
- Dial a mailbox number or two-digit group list number (for example: 01, 02 or 03) and press **#**.

The system will play the recorded name of the person whose mailbox you dialed or will repeat the number you dialed.

- If the destination is correct, press **1** to continue, or
- To re-enter the number, press **2**.
- To add another mailbox, press **3**.

- To cancel, press **\***.

If you press **1** to continue,

- Record your message and press **#**.
- Press **1** to send your message or press **4** for delivery options.
  - To mark urgent, press **1**.
  - To mark private, press **2**.
  - For future delivery, press **3**.
  - For delivery confirmation, press **4**.

You may choose more than one delivery option.

- Press **1** to send the message.
- If you want to send the message to another mailbox, enter the ten-digit number or two-digit group list number or press **\*** to exit.

## How To Set Future Delivery:

Future Delivery allows you to record a message to be delivered up to 30 days into the future. The system will prompt you for the month, day and time you want the message delivered. For example, June would be **6 #**.

- Enter the number of the month and press **#**.

The system will prompt you for the day of the month you want your message delivered. For example, August 10 is **1 0 #**.

- Enter the day of the month and press **#**.

The system will prompt you for the time of day you want your message delivered.

- Enter the time of day and press **#**.

The system will prompt you to choose a.m. or p.m. delivery:

- For a.m. press **1**.
- For p.m. press **2**.

## Group Lists

*(Not available in all areas except with OnePoint Voice Mail)*

Group Lists allow you to quickly and easily send messages to other Verizon mailbox subscribers by sending a single message to every number in the group at one time. Be sure to change your list as the members of your group change.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press **3** for Mailbox Options.
4. Press **4** for Group Options, and follow the prompts.

The number of groups vary by mailbox type (see chart on inside cover).

## Notification Options

Use notification options to be notified when new messages arrive while you are away from home, to receive reminders, and to use wake up calls.

## Reminder Call

*Included with OnePoint Voice Mail at no additional charge. Not available with all mailbox types in all areas. If option is not presented in mailbox prompts, it may require activation and a charge may apply.*

Reminder Call allows you to record a message to be delivered to your own mailbox, to your own telephone, or to another telephone. You can schedule

delivery of the message up to 30 days in the future.

Reminder Call is available alone or in combination with other notification options. If your mailbox has other options such as Pager Notification or Wake Up Call, the set up will be slightly different. Please note these differences below.

## How to Set a Reminder Call:

- From the Main Menu, press **3** for Personal Options.
- If you have Reminder Call only, press **5** to reach the Reminder Call Option Menu.
- If you have more than one Notification Option, press **5**, then press **3**.

The system will tell you the number of Reminder Calls you have remaining for the month.

To record a reminder call, press **2**.

- To leave a message in your own mailbox, press **1** and follow the recorded instructions to record your message.
- To send a message to your telephone or to another telephone, press **2** and follow the recorded instructions to record your message.

The system will then ask you for the month, day and time of the Reminder Call. The Reminder Call may be set for up to 30 days in the future.

- To cancel a Reminder Call, press **3** at the Reminder Call Option Menu. Each Reminder Call you have scheduled will be listed. After each Reminder Call is listed, you will be given the

option to cancel it, keep it, or hear it.

- To back up to the previous menu, press **\***.

## Helpful Hints:

- With each Reminder Call delivered, the introduction to the message and the message will be repeated three times to ensure that the entire message is heard by an individual or answering device.
- When prompted to set up a Reminder Call, always dial the number as you would from your own telephone (include 1 + area code, as required).
- Reminder Calls can only be sent to telephone numbers within your Verizon regional calling area.
- When there is a busy signal or no answer, the service will retry up to five times to deliver the Reminder Call and will notify you if any of the message(s) could not be delivered.

## Wake Up Call Basic

*Not available with OnePoint Vice Mail. (See Wake Up Call Premium). Not available in all areas. If option is not presented in mailbox prompts, it may require activation and a charge may apply.*

With Wake Up Call Basic, you can schedule up to five wake up calls each month. Each call can be scheduled up to 24 hours into the future.

Wake Up Call is available alone or in combination with other notification options. If your mailbox has other notification options, such as Pager Notification or Reminder Call, the set up will be different. Please note these differences below.

## How to Set a Wake Up Call:

- From the Main Menu, press **3** for Personal Options.
- If you have Wake Up Call only, press **5** to reach the Wake Up Call Options.
- If you have more than one Notification Option, press **5**, then press **2**.

The system will tell you the number of Wake Up Calls left this billing period.

- To set a Wake Up Call, press **2**.

The system will ask you to enter the time for your Wake Up Call. Follow the simple voice instructions to set the time.

**Note:** You may not set two wake up calls in the same 24-hour period.

After you have set up your Wake Up Call, the system returns you to the Main Menu.

From the Wake Up Call Options Menu:

- To hear the time for your Wake Up Call, press **3**.
- To cancel your Wake Up Call, press **1**.
- To keep your Wake Up Call, press **2**.
- To back up to the previous menu, press **\***.

## Wake Up Call Premium

*Included with OnePoint Voice Mail at no additional charge. Not available with all mailbox types in all areas. If option is not presented in mailbox prompts, it may require activation and a charge may apply.*

With Wake Up Call Premium, you can

schedule one wake up call every day. You can be awakened by a standard message or a customized message that you have prerecorded. If there is a busy signal or no answer, Wake Up Call will retry up to five times.

Wake Up Call is available alone or in combination with other notification options. If your mailbox has other notification options, such as Pager Notification or Reminder Call, the set up will be slightly different. Please note these differences below.

## How to Set a Wake Up Call:

- From the Main Menu, press **3** for Personal Options.
- If you have Wake Up Call only, press **5** to reach the Wake Up Call Options.
- If you have more than one Notification Option, press **5**, then press **2**.

The system will tell you if Wake Up Call is on or off.

- To turn Wake Up Call on or off, press **1**.
- To access the Set Wake Up Call Option Menu, press **2**.

From the Wake Up Call Option Menu:

- To set your Wake Up Call time, press **1**.

For each day of the week, the system will prompt you to enter the time you want to wake up. If you do not want a wake up message for a particular day, press **0 0**.

If wake up times have been set, the system will review them and give you the choice of changing them or keeping them.

- To record a special wake up message for the next wake up call, press **2**.

Record your message at the tone. When finished, press **\***.

The system will replay the wake up message.

- To keep it, press **1**.
- To change it, press **2**.

## Helpful Hints:

- Once you have set your Wake Up Call Schedule, you can turn Wake Up Call off at any time.
- Be sure to turn it back on when you want to receive Wake Up Calls again.

## Message Alerts

While you're away from home you can be notified in several different ways when new messages arrive.

You can receive a pager notification. If you have OnePoint Voice Mail, you can also be notified at a telephone number you designate in your regional calling area.

## Pager Notification

*Included with OnePoint Voice Mail at no additional charge but does require activation. Not available with all mailbox types in all areas. Activation is required and a charge applies.* Pager Notification sends a signal to your pager when you have a message waiting in your mailbox. You can then call Home Voice Mail at your convenience to retrieve your message.

Pager Notification is available alone or in combination with other notification options. If your mailbox has other notification options, such as Reminder Call or Wake Up Call, the set up will be different. There are additional differences with OnePoint Voice Mail. (See Outcall Notification for details.)

## How to Set Pager Notification:

- From the Main Menu, press **3** for Personal Options.
- If you have Pager Notification only, press **5** to reach the Pager Notification Option Menu.
- If you have more than one notification option, press **5**, then press **1**.

The system will tell you the number of paging calls left this month and let you know if Pager Notification is on or off.

- To turn your Pager Notification on or off, press **1**.

The system will confirm that Pager Notification is on/off and return you to the Main Menu.

## Helpful Hints:

- Check remaining Pager Notifications for the month by dialing your mailbox and selecting the Pager Notification option.
- Turn Pager Notification off when not in use. Pages will continue to be sent even if your pager is turned off. Turn Pager Notification on when you want to receive notifications.
- Pager Notification is only available if your pager number is within your Verizon regional calling area or a toll-free number.

- With Multiple Mailbox, only messages left in the host mailbox will notify your pager.
- When your pager is notified of new messages, your Verizon Home Voice Mail system number will be displayed.

## Outcall Notification

With OnePoint Voice Mail, in addition to receiving a Pager Notification, you can also be called at another telephone number in your regional calling area when new messages arrive. Although you have to call to activate the Pager Notification feature, Outcall Notification is already part of your mailbox.

When the system calls the number you have designated, it will say, *“This is the Verizon Voice Messaging Service with a message for [your recorded name or number]. If that person is unavailable or cannot be reached at this number, please press 1. If that person is able to answer this call, please press 2.”* The system will ask you for your mailbox passcode and log you into your mailbox so you can listen to your new message(s).

### How to set an Outcall Notification:

1. From the Main Menu, press **3** for Personal Options.
2. Press **5** for Notification Options.
3. Press **1** for Outcall Notification Option.
4. Press **1** to turn notification on/off. Once you make a choice, you will be returned to the Main Menu.
5. From the Main Menu, press **3 5 1 2** to set up a schedule and to choose notification for all

messages or only urgent messages.

If you choose to be notified only when urgent messages arrive, you will need to tell callers how to mark their message urgent. (*“If this message is urgent, please press # 4 after recording your message.”*)

If you have ordered Pager Notification, the prompts for Outcall Notification will be slightly different.

1. From the Main Menu, press **3** for Personal Options.
2. Press **5** for Notification Options.
3. Press **1** for Outcall & Paging Options.
4. Press **1** to turn notification on/off.
5. Press **2** to set up schedules.
  - For Paging Schedule & Pager Number, press **1**.
  - For Outcall Notification Schedule and telephone number, press **2**.

Once you turn notification on, you control how you are notified (pager or outcall) by the schedules you set and whether you have designated numbers for one or both notification types.

## OnePoint Voice Mail

*Availability and other restrictions may apply.* With OnePoint Voice Mail, you enjoy all voice mail features at no additional charge. In addition, there are some options not available to other mailbox types: Messaging, Outcall Notification, and Multiple Number Service.

## Multiple Number Service

*No charge for this feature but requires activation. Contact your local business office.*

Multiple Number Service allows you to forward up to four numbers in addition to your home telephone number to your OnePoint Voice Mail. For example, you could have calls to your Verizon Wireless number, your spouse's wireless number, your teen line, and your vacation home all forwarded to your OnePoint Voice Mail. No more checking multiple places for messages!

The alternate numbers can be any combination of wireline or wireless telephone numbers. Each alternate number requires Fixed Call Forwarding No Answer/Busy Transfer as instructed in your welcome letter to allow calls to forward calls to the mailbox. You will need to contact the carrier for each number being forwarded for set-up instructions and charges.

If your Verizon Wireless number will be answered by your OnePoint Voice Mail when your line is busy or you don't answer, you will need to utilize the No Answer/Busy Transfer feature included with your Verizon Wireless service to forward calls to OnePoint Voice Mail.

You can activate this feature on your Verizon Wireless phone by pressing **\* 7 1**, followed by the telephone number with OnePoint Voice Mail (typically your home telephone number) and then press **SEND**. After you hear the confirmation tone, press **END**. (To deactivate, press **\* 7 3** and press **SEND**. After you hear the confirmation tone, press **END**.)

## Important Notes:

1. Charges for call forwarding on alternate numbers may vary by state and carrier. Local and/or long distance charges may apply.
2. Verizon Wireless Service is subject to customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls that are forwarded to OnePoint Voice Mail. If you have questions on Verizon Wireless charges or activation, you can find additional information on [verizonwireless.com](http://verizonwireless.com), dial \*611 from your wireless phone, or call 1.800.922.0204.
3. If your alternate number(s) is provided by a carrier other than Verizon or is located outside the regional calling area, it may not be compatible with Multiple Number Service or may require callers to re-enter the telephone number they dialed in order to leave you a message.

## Compatibility with Other Verizon Services

### How does Home Voice Mail work with Call Waiting?

If you subscribe to Call Waiting, callers will forward to your mailbox if you choose to ignore the Call Waiting tone when a second call arrives.

If you use Selective Call Waiting (\*70) to cancel Call Waiting before making a call, incoming calls while you are on the line will immediately forward to your mailbox.

### **How does Home Voice Mail work with Distinctive Ring?**

If you subscribe to Distinctive Ring, calls to your Distinctive Ring number(s) are answered just as calls to your main number are.

(NOTE: OnePoint Voice Mail is not available with Distinctive Ring)

## **Frequently Asked Questions**

### **What if I Get Stuck?**

Don't worry, if you don't know which buttons to press, you can always press 0 for more information. If you need further assistance, call the Product Support Line number shown on the back of this guide.

### **Where Is My Mailbox? What Is My Mailbox Number?**

Your mailbox is where your messages are stored within the Verizon Voice Mail System. Your mailbox number is the same as your home phone number.

### **How Many Messages Can My Mailbox Hold and for How Long?**

Your mailbox can hold from 10 to 50 messages that can be from two to three minutes in length, depending on the type of service you have. Messages are kept for 10 to 30 days depending on your service type. (Check the table in the front of this guide.)

### **How Will I Know if I Have New Messages?**

If you have new messages, you will hear an interrupted dial tone when you pick up your telephone receiver.

You can use your telephone for making calls even while you hear the interrupted dial tone.

You can also be notified of messages using Pager Notification when you are away from home. If you have OnePoint Voice Mail, you can also designate a telephone number in your regional calling area to be notified.

### **How Quickly Does Home Voice Mail Pick Up My Calls?**

When you signed up for the service, you selected your "ring cycle"; that is, the number of rings before Home Voice Mail answers your calls. Keep in mind that callers will hear 1-2 additional rings. If you need to change your ring cycle, call your local business office.

### **Do I Have to Listen to all the Voice Prompts Before Selecting an Option?**

No, you don't have to wait for the recorded voice to start or finish if you already know your choice. You can select your desired option before the voice prompt is completed.

### **Do My Callers Have to Listen to My Entire Greeting before Leaving a Message?**

No, your callers may press # at any time during the greeting to skip to the tone unless you have turned on an Extended Absence Greeting\*. If you subscribe to the Multiple Mailbox feature, when your callers press #, they will go directly to the host mailbox.

\* Available with OnePoint Voice Mail. Not available in all areas.

### **What Happens If a Caller Hangs Up without Leaving a Message?**

If the caller hangs up before your greeting finishes playing, Home Voice Mail will not record the "hang-up." If



the caller hangs up after the tone, it will be recorded.

### **Can I Leave a Reminder Message in My Own Mailbox if I'm at Home?**

Dial your Access Number. When the service answers and asks you for your passcode, press \* \*. This will bring you back to the general Verizon Voice Messaging Service greeting. When prompted, enter your seven-digit mailbox number to hear your greeting. Leave your message at the tone.

### **What is OnePoint Voice Mail?**

OnePoint Voice Mail includes all voice mail features at no additional charge. There are also features available only with OnePoint Voice Mail: Messaging, Outcall Notification, and Multiple Number Service.

### **What is Multiple Number Service?**

Multiple Number Service allows up to four additional wireline or wireless telephone numbers to be answered by OnePoint Voice Mail.

There is no charge for this feature, but it does require activation by Verizon. In addition, you must arrange and pay for Call Forwarding Busy Line/No Answer Transfer for each additional number being answered by your OnePoint Voice Mail.

## **Terms and Conditions of Verizon Voice Messaging Services**

These Terms and Conditions will govern your Verizon Voice Messaging Services ("the Services") and replace any prior Terms and Conditions for the Services.

**CHARGES** - In addition to the monthly recurring charges for the Services, application and/or service order charges may apply. Such telephone service charges may include, but are not limited to, (i) for Message Rate or Measured Service customers, message unit or usage charges for calls forwarded to your mailbox and for calls made from your telephone service location to listen to, send, reply to, or copy messages, or to perform any other activities in connection with the Services, (ii) local or toll service charges if you call your mailbox while away from your telephone service location, (iii) charges for any call forwarding or related functions required to forward calls from any of your telephone numbers to your voice mailbox, or (iv) charges assessed by an alternate carrier if you forward numbers provide by a carrier other than Verizon. In addition to the charges for the Services, you are solely responsible for payment of long distance, toll and other telecommunications charges incurred through use of the Services. Verizon shall not be liable for any such charges. You may not charge any calls to the service access number or mailbox number, or otherwise use the Service(s) in a fraudulent manner. You are solely responsible for selection, implementation and maintenance of security features for defense against unauthorized use of the Services, as well as all charges for associated telephone services. Payment for all charges will be due according to the terms stated on your bill.

**ALTERNATIVE NUMBERS** - The Services may not be compatible with numbers provided by a carrier other than Verizon, or such numbers may require that a caller re-enter your telephone number in order to utilize the voice mail service.

### **CHANGES IN CHARGES, TERMS AND CONDITIONS OR YOUR SERVICES**

- Verizon shall have the right (i) to determine the availability of the Services, and (ii) to add, withdraw or change the Services and their features, their functions, and the manner in which they are provided, at any time. Provision of the Services is also subject to availability of facilities. Verizon may change the Terms, Conditions and/or charges for the Services at any time. Use of, or payment for, the Services after the changes become effective will be deemed to be assent by you to the change(s).

**TARIFF APPLICATION** - In the event that the Services are at any time subject to tariffs filed with, or regulations of, an applicable state or federal commission, then such tariffs and regulations shall govern the provision of such Services and in the event of any conflict, shall take precedence over any inconsistent Terms, Conditions or charges.

**LIMITED WARRANTY** - If the Services do not perform substantially as described to you in the written information provided by Verizon to you, Verizon will repair the Services, at its expense. This warranty does not apply to failures in performance due to acts of God or other causes beyond the reasonable control of Verizon or misuse or abuse of the Services by you or other persons. **THE FOREGOING WARRANTY IS EXCLUSIVE AND NONTRANSFERABLE. VERIZON DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.**

**MAINTENANCE** - At various times, Verizon will perform routine maintenance on its equipment and facilities that will temporarily render the Services unavailable for use by you. Verizon will attempt to notify you in advance of performing such maintenance by leaving a voice message in your voice mailbox, or otherwise. Verizon shall have no liability as a result of the unavailability of any Services due to the performance of such routine maintenance.

**SERVICE INTERRUPTIONS** - Except for routine maintenance, if Services that are subject to a monthly charge are interrupted, due to any cause other than the act or omission of you, a member of your household, your employees or agents, or a failure of facilities provided by you, for a period exceeding twenty-four (24) consecutive hours, Verizon shall credit you the monthly charges for the Services, pro-rated, for the period of time of the interruption in excess of the twenty-four (24) consecutive hour period. Service interruptions begin at the time you notify Verizon of the interruption.

**LIMITATION OF LIABILITY** - Verizon's liability for any claim or damages arising in connection with the Services (including, but not limited to, claims or damages arising in connection with any interruption or other fault, failure, error or deficiency, in the Services), shall not exceed \$25.00, plus a refund of the pro-rated charges actually paid for the Services which give rise to the claim or damages. Verizon shall not be liable for any special, indirect, incidental, or

consequential damages, including, but not limited to, loss of use, business, profits, data, or messages, or other commercial or economic loss. Verizon shall not be liable for any delay or failure to perform its obligations if such delay or nonperformance arises in connection with any requirement of law or government regulation or order, any action of a governmental entity, acts of God, acts of third parties, fires, floods, epidemics, strikes or other labor disputes, inability to obtain necessary equipment, parts or repairs thereof, freight embargoes, unusually severe weather, or any cause beyond the reasonable control of Verizon. The limitations of and exclusions from liability stated in this section "Limitation of Liability" shall apply whether claims are brought in contract, warranty, tort (including Verizon's negligence), or otherwise.

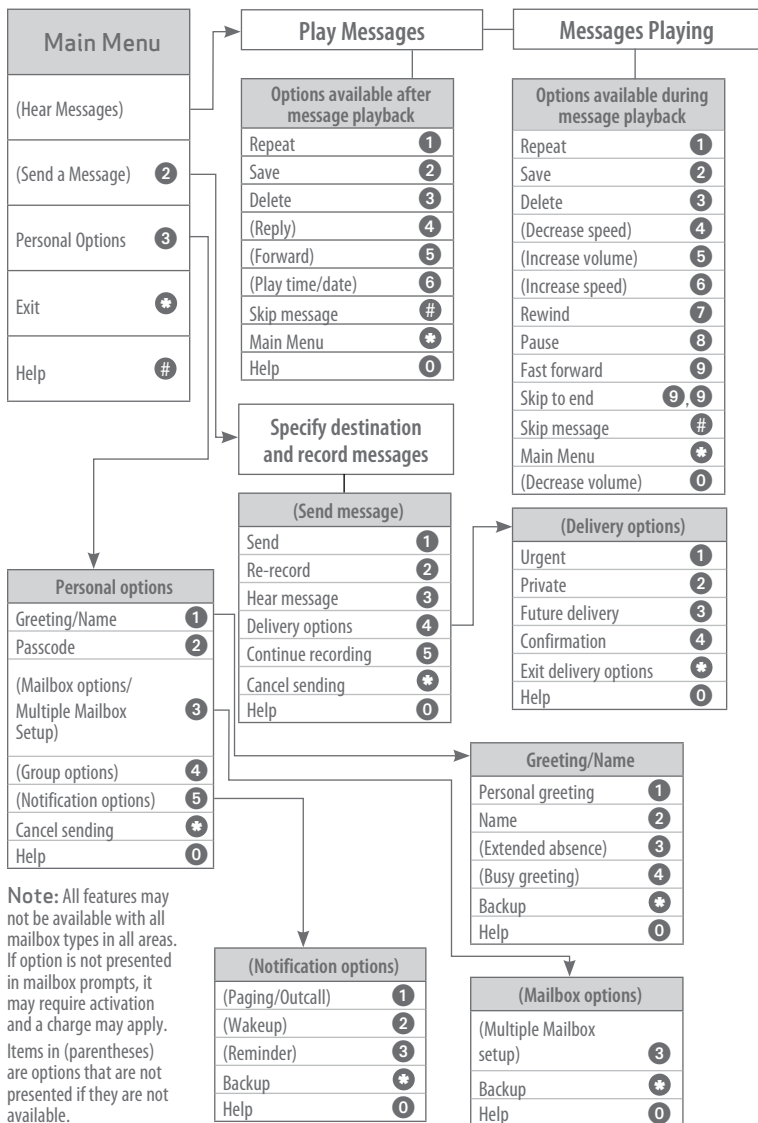
**INDEMNIFICATION** - You agree to indemnify and hold Verizon harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of your failure to comply with federal, state and local laws, regulations and codes.

**TERMINATION** - You are responsible for payment of all charges incurred for Services provided prior to termination. You may notify Verizon at any time that you wish to terminate the Services. Verizon will terminate the Services within thirty (30) days of receiving notification. Verizon may terminate its provision of Services at any time, without cause, upon notice to you. Unlawful, fraudulent or abusive use of the Services may result in the discontinuance of the Services.

**GENERAL PROVISIONS** - These Terms and Conditions shall be governed by the laws of the state in which the Services are provided. In the event that any provision of these Terms and Conditions shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of these Terms and Conditions, and these Terms and Conditions shall be construed as if they did not contain such invalid or unenforceable provision. The Services may not be used to make communications which are unlawful or harassing, or to make unsolicited communications to persons with whom you do not have an established relationship or who have notified you that they do not wish to receive communications from you.

**YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS AND AGREE THAT IF, AFTER YOU RECEIVE THEM, YOU ORDER, USE OR PAY FOR ANY OF THE SERVICES, THE TERMS AND CONDITIONS AND ANY SUBSEQUENT CHANGES SHALL CONSTITUTE OUR ENTIRE AGREEMENT WITH YOU. THESE TERMS AND CONDITIONS GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.**

# Verizon Voice Mail System Menu



# Quick Reference Instructions – Verizon Home Voice Mail

## Dial into your mailbox

From your home telephone, dial the voice mail system access number, then enter your passcode.

To access your mailbox when away from home, dial the voice mail system access number, press #, enter your mailbox number (your 7 or 10 digit home telephone number depending on your area), and enter your passcode.

### Once you're in your mailbox ...

- 1 To listen to your messages

### While listening to your messages ...

- 1 To replay a message
- 2 To save a message
- 3 To erase a message
- # To skip a message

### During message playback

- 4 To decrease speed
- 5 To increase volume
- 6 To increase speed
- 7 To back up
- 8 To pause
- 9 To jump ahead
- 0 To decrease volume

### After message playback

- 4 To reply to a message
- 5 To forward a message
- 6 To play the time/date

### Anytime you're in your mailbox ...

- 2 To send messages
- 3 1 To change your greeting or name
- 3 2 To change your passcode
- 3 3 To set up or erase a Multiple Mailbox
- 3 4 1 To create Group Lists
- 3 5 1 To set up Pager Notification
- 3 5 1 To set up Special Delivery (Outcall Notification)
- 3 5 2 To set up Wake-Up Call
- 3 5 3 To set up Reminder Call

### Special keys that are always available ...

- \* Cancel and Exit
- 0 Recorded Help
- # Skip and Complete

### To find out if you have new messages

Simply pick up your home telephone. If you hear the interrupted dial tone, new messages are waiting for you.

If you need assistance, call 1.800.Verizon (1.800.837.4966) during normal business hours.

You may also go to our Web site ... [verizon.com](http://verizon.com)

NOTE: All options are not available in all areas or with all mailbox types.