Frequently Asked Questions About Your Residential Voice Mail Upgrade

How will the upgrade affect me?

1. You will receive a message in your mailbox before or shortly after the upgrade.

2. You will continue to call the same system number to access your mailbox.

3. You will receive a message in your new mailbox once the upgrade has been completed. Messages received after the upgrade will be deposited in your new mailbox.

4. Your mailbox number will be your 10-digit telephone number. The first time you access your new mailbox, you will use your existing PIN/password. You will be asked to set up a new PIN which can be the same as your existing PIN.

5. The settings and messages in your old mailbox will not be moved to your new mailbox. You will have to set up your new mailbox which includes recording a new greeting, creating a permanent passcode, setting up mailbox extensions, recreating group lists, and programming features like Reminder Call and Outcall Notification. The system will prompt you through the steps.

6. Once you set up and test your special features like Reminder Call or Outcall Notification, don't forget to turn them off in your old mailbox so you aren't getting multiple calls.

7. To access your old mailbox after the upgrade, press [7] from the main menu of your new mailbox. You will have to enter your 10-digit mailbox number and passcode for your old mailbox. Messages will be available until they are deleted following the normal schedule of 30 days. To return to your new mailbox you will need to hang up and redial your regular access number.

Feature Reminders

▪ You will hear a new voice for system prompts and will be able to choose between a male or female voice, Spanish or English, and whether you want full prompts or abbreviated 'quick' prompts.

▪ If you choose to use a system greeting for your callers, you have an option to use a greeting without a name. If you choose that option, callers will hear your telephone number announced as the name of the mailbox.

▪ Messages are not deleted until you hang up. If you accidentally delete a message during playback, you can hear or save messages again before exiting your mailbox. You will be able to renew expired messages by pressing 7 after listening to the expiring message. This will turn your Message Waiting Indicator back on

▪ When you send a message, you have the options to mark the message private or urgent, and mark it for future delivery and return receipt. After you record your message, press [4] for delivery options.

▪ End of Recording Warning Tones -- when callers leave messages, you record reminder and wake-up calls, or you send messages, you will receive a warning tone 20 seconds before the end of the recording time.

▪ While listening to messages, you can increase or decrease the speed and volume of the message playback.

▪ Wireless Notification can be used to receive a text message when messages arrive in your mailbox. You can activate this feature in the Notification Options menu. Text message charges will apply based on your carrier and plan when you activate this feature. Available wireless carriers are:

~ Alltel Wireless ~ Metro PCS ~ US Cellular
~ AT&T ~ Sprint Nextel ~ Verizon Wireless
~ Boost Mobile ~ T-Mobile

▪ To maximize the security of your new mailbox, when you establish or change your passcode, you will not be able to use any portion of your phone number, repeating digits like 2222, or sequential numbers like 1234.

▪ If you have activated a sub-mailbox, when you access your mailbox, you will be prompted for your mailbox identifier (your sub-mailbox extension number or 0 for the base/main mailbox) before you enter your passcode.

▪ The Time and Date stamp can be toggled off so it doesn't automatically play before each message. From the main menu, choose [5] [1] to turn this feature on/off. If you want to hear when a particular message was received, just press [6] after listening to the message.

▪ If you use mailbox messaging,
o you will not be able to send messages to other Verizon customers in your area until they have also moved to this new system.
o to send a message between the main/base mailbox and sub-mailbox to another sub-mailbox, enter the mailbox number plus the sub-mailbox number (e.g., 212-555-1234**1** for sub-mailbox 1).

▪ Reminder calls allow one-time, daily, weekdays, weekends, or specific days of the week and can be set for up to one year in advance.

▪ The retry schedule for Reminder Call and Outcall Notification is **3 retries** every **15** minutes.

▪ If you have a Voice Mail mailbox with a fictitious telephone number, callers cannot call the access number to leave you a message. Only mailbox-to-mailbox messaging will be available. Your mailbox will be identified by your Name Recording, and there will be no greetings associated with this type of mailbox.

▪ If you skip a message during message playback by pressing [#], your message waiting indicator [interrupted dial tone] will remain on. You must either save or delete the message to turn off the message waiting indicator.

▪ Extended Absence Greeting, which allows you to record a temporary greeting that callers *must hear*, is available for the extensions of Multiple Mailboxes.

How can I permanently save important messages or greetings?

If you have an important message or greeting you would like to permanently save, you can contact CBW Productions, a third-party vendor specializing in voice mail recordings. Call 1-800-770-8046 or visit **cbwproductions.com. Your old mailbox will be removed 30 days after the voice mail migration, and voice mail messages saved in the old mailbox CANNOT be recovered.**

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