

*If you need help using  
Verizon Voice Mail or have  
questions about the service,  
please call:*

**1-800-483-2000**

*Representatives are available  
24 hours a day, 7 days a week.*

### ***While you're listening to messages...***

Move through your messages with the keypad commands shown in red. You'll be able to REWIND to catch something you did not hear... or to change the volume, playback speed and more.

### **After you listen to each message...**

When you finish listening to a message, the commands shown in black are available. You must choose REPEAT **1**, SAVE **2**, ERASE **3**, or SKIP **#** before the next message will play.



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# Business Voice Mail

- Standard Mailbox
- Enhanced Mailbox
- Announcement-Only Mailbox
- Group Mailboxes

## USER GUIDE

***Thank You for  
Selecting a Verizon  
Business Messaging Service***

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<sup>1</sup> Optional features are available for a low, monthly fee, and installation fees apply if added after mailbox set-up. Contact your Verizon Business Office for more information.

**Questions? Please call 1-800-483-2000**

## About Your Verizon Business Voice Mail

Welcome to Business Voice Mail — the smart voice mail solution for small, medium and large businesses!

Business Voice Mail gives you the advantages of a complete, feature-rich voice mail system. However, you only invest in the mailboxes you need — and Verizon maintains all the system equipment at no additional charge. You are assured of professional, private call answering and message service 24 hours a day.

Business Voice Mail answers all your incoming calls when:

- ▶ Your line is busy, and when
- ▶ You are unable to answer your telephone.

Business Voice Mail answers up to three (3) incoming calls, simultaneously. No more busy signals to frustrate your callers!

Stutter dial tone on your line alerts you to NEW messages in your mailbox. A visual indicator solution is also available (see page 46 for VISUAL MESSAGE WAITING INDICATOR/CLASS/FSK).

Business Voice Mail provides you with a full array of mailbox features, including three greeting options (see pages 15-19), Reminder service (see page 25), and Personal Receptionist ("zero-out" of mailbox).

You can CREATE, SEND, REPLY and REDIRECT messages in Voice Mail to other Business Voice Mail users<sup>1</sup> (see page 28), including the use of BROADCAST GROUP LISTS (see page 30). Low-cost, optional features include PAGER NOTIFICATION, SPECIAL DELIVERY of New messages and RING COUNT CHANGE (see pages 37-45).

Business Voice Mail is easy to use; user-friendly prompts guide you through all feature settings. Digital-recording quality and flexible options all work together to enhance your business image.

<sup>1</sup> Additional charges may apply as Verizon expands the geographic boundaries for mailbox-to-mailbox system messaging features.

## About Your Verizon Business Voice Mail... continued

Verizon offers a family of mailbox types to accommodate your needs:

- ▶ **Standard Mailbox<sup>1</sup>:**
  - Greeting . . . . . 2-minute maximum
  - Message recording time . . . . . 2-minute maximum
  - Message capacity . . . . . 30-message maximum
  - Message storage duration . . . . . 30-day maximum\*
  - \*Messages auto-delete after 30 days.
  - Broadcast Group Lists . . . . . 5 lists/24 members per list
  - Future Delivery and Reminder service . . . . 365-day maximum
  - Feature Personal Receptionist ("zero-out") included
- ▶ **Enhanced Mailbox (Standard Mailbox plus more!)<sup>1,2</sup>:**
  - Greeting . . . . . 2-minute maximum
  - Message recording time . . . . . 5-minute maximum
  - Message capacity . . . . . 50-message maximum\*
  - \*100 message capacity mailboxes are also available.
  - Message storage duration . . . . . 30-day maximum\*
  - \*Messages auto-delete after 30 days.
  - Broadcast Group Lists . . . . . 10 lists/24 members per list
  - Future Delivery and Reminder service . . . . 365-day maximum
  - Feature Personal Receptionist ("zero-out") included
- ▶ **Announcement-Only (Answer-Only) Mailbox<sup>1</sup>:**
  - Recorded announcement . . . . . 3-minute maximum\*
  - \*5-minute maximum also available.
  - Feature Personal Receptionist ("zero-out") included
  - Does not accommodate recorded messages from callers*

Verizon Voice Mail Standard Mailboxes are available on month-to-month agreements or discounted term agreement rates. Call your Verizon Business Office for more details.

<sup>1</sup> Contact your Verizon Business Office for applicable rates.

<sup>2</sup> Verizon Business Voice Mail is also introducing a new mailbox package called Deluxe Mailbox. A Deluxe Mailbox is an Enhanced Mailbox plus the three popular optional features Pager Notification, Special Delivery and Ring Count Change for a single, discounted monthly fee. Soon available in all areas where Business Voice Mail is offered. Contact your local Business Office for more details.

## Getting Started\*

The first time you dial into Business Voice Mail, you will be asked to set up your mailbox. You will need the following information to enable you to access Voice Mail:

- ▶ Voice Mail Access Telephone Number:

---

- ▶ Your Telephone Number with Voice Mail:

---

- ▶ Temporary Passcode (last 4 digits of your telephone number with Voice Mail):

---

**NOTE:** When you set up your mailbox, you will be prompted to create a personal Passcode (4- to 8-digit number).

Your Business Office Sales Consultant provides you with information above when you order your Voice Mail service. If you do not have the information, or have questions, please call our Help Desk at **1-800-483-2000**. Representatives are available 24 hours a day, 7 days a week.

**\*NOTE:** Instructions above are not applicable for Group Mailboxes. See page 49 for Getting Started — Group Mailboxes.

## Entering Your Mailbox the First Time\* (You must do this before you can listen to messages)

**If you call from your business telephone line:**

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press **[\*]** when the greeting begins.]
2. Enter your default PASSCODE (the last four digits of your telephone number with Voice Mail), then press **[#]**.
3. Follow the simple voice prompts to set up your mailbox.

**If you call from any other telephone number:**

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press **[\*]** when the greeting begins].
2. Enter your 10-digit telephone number with Voice Mail.
3. Enter your default Passcode (the last four digits of your telephone number), then press **[#]**.
4. Follow the simple voice prompts to set up your mailbox.

**The first time you dial in to your mailbox, Voice Mail will prompt you to:**

- ▶ Create a new Passcode (4- to 8-digit number). (See page 20.)
- ▶ Record your NAME. (See page 18.)
- ▶ Record PERSONAL GREETING. (See page 16.)

**Message Retrieval — How to listen to messages in your mailbox:**

After set-up, Voice Mail tells you if you have NEW messages. Refer to page 12 for instructions on how to review your messages.

**IMPORTANT:** Callers can leave messages in your mailbox before you set up your mailbox; interrupted (stutter) dial tone on your line indicates a New message is in your mailbox. Voice Mail will prompt you through mailbox set-up so that you can listen to your messages.

**\*NOTE:** Instructions above are not applicable for Group Mailboxes. See pages 48-53 for Group Mailboxes.

**Questions? Please call 1-800-483-2000**

## **Whenever You Want to Use Your Verizon Business Voice Mail Service\***

### **If you call from your business telephone line:**

When you pick up your telephone handset, if you have NEW messages you will hear a *stutter* dial tone.<sup>1</sup>

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press **\*** when the greeting begins.]
2. Enter your personal PASSCODE, then press **#**. [If PASSCODE SUPPRESSION<sup>2</sup> is on, this step is skipped (see page 20).]
3. Voice Mail will tell you how many NEW and SAVED messages you have in your mailbox, and play them to you.

<sup>1</sup> Visual Message Waiting Indicator/CLASS/FSK, (a signal to activate a lamp on CLASS-capable telephone sets or adjunct devices) is an optional service for business customers who require a visual indicator (see page 46) to alert them when New messages are left in their mailbox. For more information on this service, call your Verizon representative.

<sup>2</sup> Passcode Suppression not applicable for Group Mailboxes (see pages 48-53 for instructions on accessing Group Mailboxes).

### **If you call from any other telephone number:**

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press **\*** when your greeting begins].
2. Enter your telephone number with Voice Mail, then press **#**.
3. Enter your personal Passcode, then press **#**.
4. Voice Mail will tell you how many New and SAVED messages you have in your mailbox, and play them to you.

**\*NOTE:** Instructions above are not applicable for Group Mailboxes. See page 48-53 for Group Mailboxes.

## **Whenever You Want to Use Your Service... continued**

### **NOTES:**

- 1) If you call the Voice Mail access telephone number from outside your regional calling area, standard toll rates/charges will apply.
- 2) If you call a telephone number with Business Voice Mail, you can press **\*** during the mailbox greeting to be prompted to log in as a user to that specific mailbox only, or you can press **\*** **\*** to be prompted to log into another mailbox. (Not applicable for Gateway Greeting of Group Mailboxes.)

## **Special Keys That are Always Available**

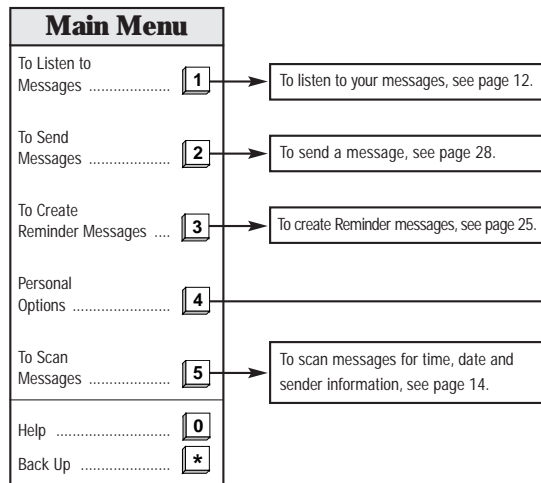
**\*** **Cancel, Exit or Move to a previous menu:** This is the "Star" key. Press this key for prompts to:

- ▶ Stop or cancel the current action,
- ▶ Return to the previous menu,
- ▶ Access your own mailbox when you have forwarded into the mailbox service of another Business Voice Mail user in your local calling area, or
- ▶ Exit Voice Mail.

**#** **Complete Current Action:** This is the "Pound" key. Press this key to complete the current action and move on to the next menu.

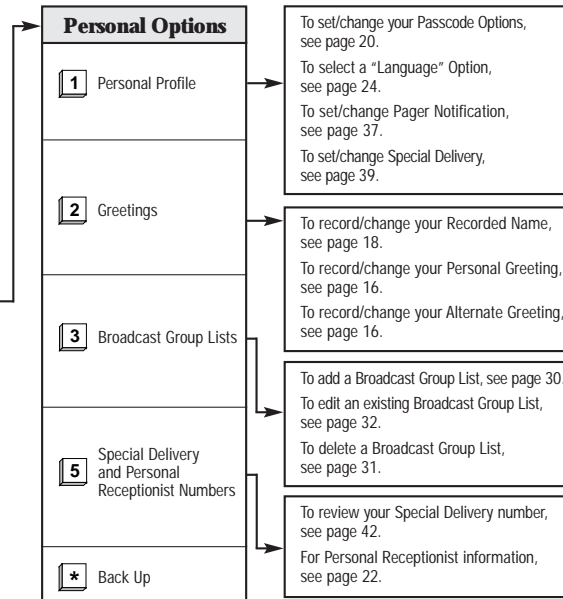
## Main Menu

The following illustrates the options available to you from the Voice Mail Main Menu.



## Personal Options Menu

The following illustrates the options available to you from the Voice Mail PERSONAL OPTIONS Menu.



## To Listen to Your Messages

From the Main Menu, press **1** to review your messages.

Your messages will be played to you in the following order:

**Urgent New messages** (messages callers or senders have marked "Urgent" when selecting delivery options).

**Other New messages** (will play oldest to most recent).

**Saved messages** (will play most recent to oldest).

**Future Delivery messages** (messages that YOU have recorded and stored for a later delivery to other mailboxes).

These non-prompted options are available **during** message review:

When You Review Each Message	
<b>1</b> Repeat	REPEAT message in its entirety.
<b>2</b> Save	SAVE current and play next message.
<b>3</b> Erase	ERASE current and play next message.
<b>4</b> Slower	Play current message at a SLOWER pace.
<b>5</b> Louder	Play current message at a LOUDER volume.
<b>6</b> Faster	Play current message at a FASTER pace.
<b>7</b> Rewind	REWIND current message 5 seconds.
<b>8</b> Pause	PAUSE current message for 10 seconds.
<b>9</b> Fast-forward	FAST-FORWARD current message 5 seconds.
<b>0</b> Softer	Play current message at a SOFTER volume.
<b>#</b> Advance	ADVANCE to end of message.
<b>#</b> Skip (message)	SKIP to next message.
<b>*</b> Main Menu	Return to Main Menu.

These options are available **after** message review:

After You Review Each Message	
<b>1</b> Repeat	REPEAT message in its entirety.
<b>2</b> Save	SAVE current and play next message.
<b>3</b> Erase	ERASE current and play next message.
<b>4</b> Reply w/Copy	When you REPLY to a message, the original message is also attached. The recipient will hear your reply, then the original message.
<b>5</b> Forward w/Copy + Your Response (a.k.a. "Redirect")	FORWARD a copy of current message to another mailbox <sup>1</sup> in your local calling area.
<b>6</b> Repeat Time and Date Stamp	Repeat TIME AND DATE STAMP information.
<b>#</b> Skip (message)	SKIP to next message; no change to message status.
<b>*</b> Main Menu	Return to Main Menu.

**CAUTION:** During message review, if you Erase a message in error, press **\*** for option to rescue your Erased message(s). When you press **\***, the prompt is... "If you need to Save any messages deleted by mistake, press 1. To go to the Main Menu, press 2."  
**IMPORTANT:** Be sure to press **1** at this point to rescue your message(s). [If you press **2** to go to the Main Menu, you will no longer have the option to rescue the Erased message(s).]

### Important Tips:

- ▶ You can Repeat a message as often as necessary, but you must Erase, Save or Skip a message before you can hear the next one.
- ▶ Remember to check your messages on a regular basis and after long phone conversations.

<sup>1</sup> Or to the telephone number of a non-subscriber (local or toll-free telephone number only).

## ***To Scan Messages***

This feature allows you to quickly SCAN your messages by listening to the TIME AND DATE STAMP (message “envelope” information) for each message in your mailbox.

### **To scan your messages:**

1. At the Main Menu, press **5** to Scan messages.  
(To reach the Main Menu during message review, press **\*.**)
2. Voice Mail will play the Time and Date Stamp information for the NEW and SAVED messages in your mailbox.
3. Press **1** if you wish to listen to a specific message.  
Press **\*** to cancel and return to the Main Menu.

### **NOTES:**

- 1) New messages Scan chronologically oldest to most recent:  
Saved messages Scan chronologically most recent to oldest.
- 2) If the caller is a Verizon Voice Mail subscriber (or if a non-subscriber is programmed into one of your BROADCAST GROUP LISTS) you will also hear the recording for RECORDED NAME. (See page 30 for more information about Broadcast Group Lists.)
- 3) After the message plays, Voice Mail will automatically resume Scan to the next message. After Time and Date Stamp for last message plays, you will be returned to the Main Menu.

## ***Personal Options***

### **Greetings**

Verizon Voice Mail offers you the flexibility of three different types of greetings for your callers:

- ▶ **Personal Greeting...** you record when you set up your mailbox;
- ▶ **Alternate Greeting...** you can record at any time as an option; and
- ▶ **Automatic Greeting...** your system default greeting.

The first time you dial into (access) your mailbox, the system will prompt you to record the PERSONAL GREETING. After you set up your mailbox, if you prefer to use the AUTOMATIC GREETING (system default), you can toggle the Automatic Greeting ON or OFF. When you toggle the Automatic Greeting Off, the Personal Greeting will play to your callers.

**TIP:** Research indicates callers are more likely to leave a message when you use personalized Voice Mail greetings.

### Personal Greeting

When you set up your mailbox, you will be prompted to record your PERSONAL GREETING. You can change (re-record) your Personal Greeting at any time. For example, *"This is [your name and/or title] at [your company name]. My office hours are 8 a.m. to 5 p.m., Monday to Friday. I'm not available to take your call right now, but you are important to me. Please leave your name, telephone number and message after the tone, and I'll return your call promptly."*

#### To activate and record/change your Personal Greeting (see diagram on page 19):

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\***.)
2. Press **2** for GREETINGS.
3. Press **3** to record/change your Personal Greeting. The service will play your current Personal Greeting.
  - ▶ Press **1** to keep this Personal Greeting.
  - ▶ Press **2** to re-record. Begin recording after the tone. The system will replay your new Personal Greeting. Press **1** to accept.
  - ▶ Press **3** to erase this Personal Greeting. Press **1** to continue without recording a new Personal Greeting. Press **2** to record a new Personal Greeting.

### Alternate Greeting

The ALTERNATE GREETING allows you to leave special information for your callers for a specific period of time. For example, *"Hello, you have reached [your business name]. Our hours are 8 AM to 5 PM, Monday through Friday. We are now closed. Please leave your name, telephone number and a brief message at the tone. We will return your call before Noon of the next working day. Thank you; we appreciate your business!"* When the special information is no longer needed, you can easily reactivate (toggle to) your Personal Greeting.

### Alternate Greeting... continued

#### To activate and record/change your Alternate Greeting:

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\***.)
2. Press **2** for GREETINGS.
- 3a. Press **4** to record/change your ALTERNATE GREETING. The service will play your current Alternate Greeting.
  - ▶ Press **1** to keep this Alternate Greeting.
  - ▶ Press **2** to re-record. Review. Press **1** to accept.
  - ▶ Press **3** to erase. Press **1** to continue without recording. Press **2** to record.
- 3b. **OR...** press **5** for Alternate Greeting "toggle." Voice Mail will tell you if your Alternate Greeting is ON or OFF.
  - ▶ If ON, press **1** to toggle OFF; if OFF press **1** to toggle ON.

### Automatic Greeting (System Default Greeting)

When you set up your mailbox, you will be prompted to record a PERSONAL GREETING. However, at any time after you set up your mailbox, you can revert back to the AUTOMATIC GREETING, which is: *"You have reached [your RECORDED NAME!], please leave a message at the tone."*

#### How to turn ON the Automatic Greeting (applicable after you record an Alternate Greeting):

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\***.)
2. Press **2** for GREETINGS.
3. Press **8** for Automatic Greeting.
4. Press **1** to turn the Automatic Greeting ON.

#### How to turn OFF the Automatic Greeting:

1. Repeat the process to toggle the Automatic Greeting OFF. When the Automatic Greeting is OFF, your Personal Greeting will play.

<sup>1</sup> Voice Mail plays your telephone number for Recorded Name before your mailbox is set up; however, when you set up your mailbox, you will be prompted to create a personal recording for Recorded Name. Your recording replaces the recording of your telephone number. (No revert to telephone number after you set up your mailbox.)

### Recorded Name

When you set up your mailbox, you will be prompted to create a RECORDED NAME.

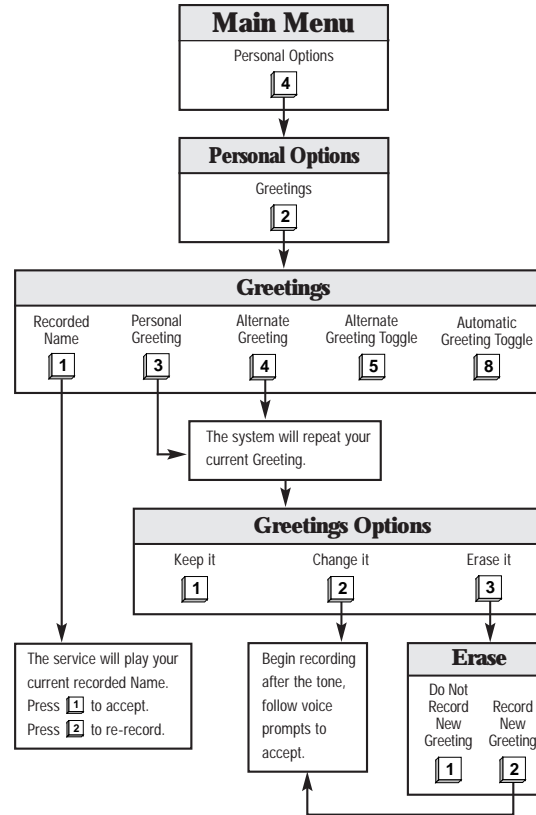
Recorded Name is the preface for your AUTOMATIC GREETING (system default greeting), (see page 17). If you activate and use your Automatic Greeting, your callers will hear... "You have reached [your Recorded Name], please leave a message at the tone."

#### NOTES:

- 1) Suggestions for Recorded Name are personal name and/or title, name of your business or "other," as applicable.
- 2) Voice Mail plays your telephone number for the Recorded Name before your mailbox is set up; however, when you set up your mailbox, you will be prompted to create a personal recording for Recorded Name. (Your personal recording replaces the system default recording of your telephone number.)

#### To change your Recorded Name:

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\*.**)
2. Press **2** for GREETINGS.
3. Press **1** for Recorded Name.
4. Follow the voice prompts to create your Recorded Name.
  - ▶ Press **1** to accept. Press **2** to re-record.



<sup>1</sup> No revert to system default (telephone number recording) for Recorded Name.

### Passcode (Password)

#### To change your Passcode:

1. At the Main Menu, press **4** to select PERSONAL OPTIONS.  
(To reach the Main Menu during message review, press **\*.**)
2. Press **1** for PERSONAL PROFILE.
3. Press **1** for PASSCODE Options.
4. Press **1** to change Passcode.
5. Enter your new 4- to 8-digit Passcode (using numbers 1 through 9). The service will play your new Passcode.
  - ▶ Press **1** to accept Passcode. Press **2** to try again.

**CAUTION:** To ensure privacy and security, Voice Mail prompts you to change your Passcode when you set up your mailbox. We suggest that you change your Passcode periodically and use a number other than your telephone number.

### Passcode Suppression<sup>1</sup> (Automatic Passcode)

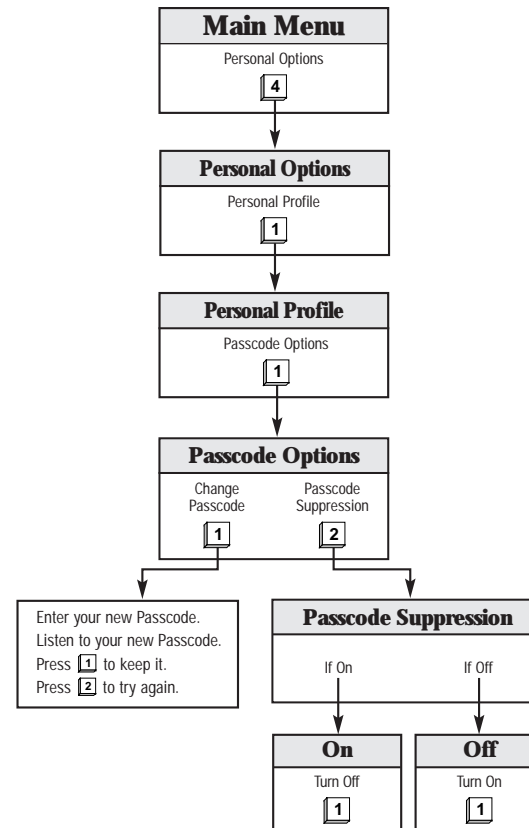
When you activate PASSCODE SUPPRESSION, you can access your Voice Mail service — from your own telephone line only — without having to enter your Passcode every time. Convenient time saver!

#### To turn Passcode Suppression on/off:

1. At the Main Menu, press **4** to select Personal Options.  
(To reach the Main Menu during message review, press **\*.**)
2. Press **1** for Personal Profile.
3. Press **1** for Passcode Options.
4. Press **2** for Passcode Suppression.
  - ▶ If Passcode Suppression is ON, press **1** to turn OFF.
  - ▶ If Passcode Suppression is OFF, press **1** to turn ON.

**CAUTION:** When you activate PASSCODE SUPPRESSION, anyone with access to your telephone line can enter your mailbox and review your messages.

<sup>1</sup> Passcode Suppression not available for Group Mailboxes (see pages 48-53).



### Personal Receptionist<sup>1</sup> (Attendant Transfer)

If you activate PERSONAL RECEPTIONIST, your callers can transfer out of Voice Mail to a telephone number selected by you (instead of leaving a message in your mailbox). Personal Receptionist transfers your callers from your mailbox greeting to a single destination telephone number (local or toll-free number only). You can easily set up and activate or deactivate this feature at any time.

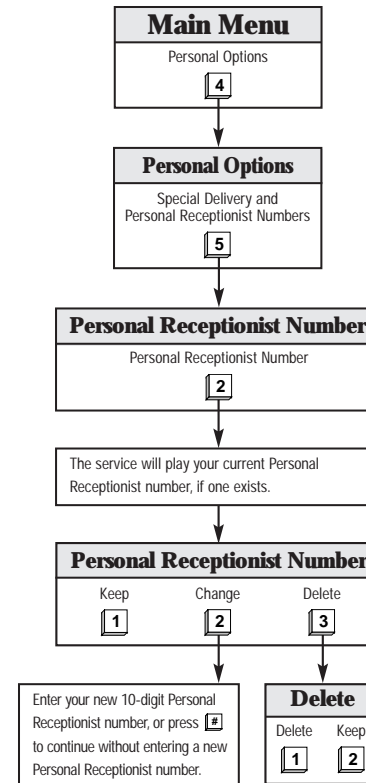
**TIP:** Use your PERSONAL GREETING to instruct callers to press **0** to transfer to the telephone number you have selected. Example: *"This is [your name] at [your company name]. I'm not available to take your call now. To leave a message, wait for the tone—or to reach me at my cell phone number, press **0** now,... before the tone...."*

**TIP:** After telling callers to "press **0** now," continue greeting comments to allow callers time to press **0** before the tone.

#### To set/change your Personal Receptionist number:

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\*.**)
2. Press **5** for Personal Receptionist feature.
3. Press **2** to select/change your Personal Receptionist telephone number. The service will play your current Personal Receptionist destination telephone number (if previously set).
  - ▶ Press **1** to keep.
  - ▶ Press **2** to change.
    - ▶ Enter your new 10-digit Personal Receptionist telephone number.
    - ▶ Press **#** to keep it and return to the Personal Receptionist Menu.
  - ▶ Press **3** to delete.
    - ▶ Press **1** to delete.
    - ▶ Press **2** to keep it and return to the Personal Receptionist Telephone Number Menu.

22 <sup>1</sup> Callers must press \*0\* before the tone to transfer to the destination telephone number.



Questions? Please call 1-800-483-2000

### To select a Language option

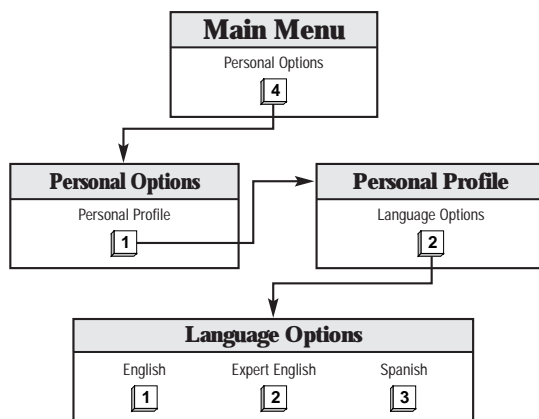
When you use Voice Mail, you will hear voice prompts describing your options. These are standard instructions to guide you through your options. You can choose to listen to these instructions in English, "Expert English"<sup>1</sup> or Spanish.

#### To set/change your Language Options:

1. At the Main Menu, press **4** to select PERSONAL OPTIONS.  
(To reach the Main Menu during message review, press **\*.**)
2. Press **1** for PERSONAL PROFILE.
3. Press **2** for LANGUAGE Options.
  - ▶ Press **1** for English instructions.
  - ▶ Press **2** for "Expert English" instructions.
  - ▶ Press **3** for Spanish instructions.

Repeat steps above to change Language Option.

<sup>1</sup> "Expert English" is a set of abbreviated prompts for more rapid navigation—applicable for users who are very familiar with their Business Voice Mail service.



### To Schedule Reminders

Use REMINDER service to help you remember appointments or other important events. Simply set up a future delivery date and time (maximum 365 days). Reminder service will call your telephone number on the date and time selected to play your message to you. If you do not answer the Reminder call, your Reminder message will be delivered to your Voice Mailbox as a NEW message.

#### To schedule a Reminder (see diagram on page 27):

1. At the Main Menu, press **3** for Reminders.  
(To reach the Main Menu during message review, press **\*.**)
  2. You will be prompted to classify your Reminder.
    - ▶ Press **1** for a one-time Reminder. The Reminder will be sent once at the date and time specified.
    - ▶ Press **2** for a daily Reminder. Your Reminder will be sent every day at the time specified.
    - ▶ Press **3** for a daily Reminder on weekdays only. Your Reminder will be sent Monday–Friday at the time specified.
    - ▶ Press **4** for a Reminder on weekends only. Your Reminder will be sent on Saturday and Sunday at the time specified.
    - ▶ Press **5** to specify days of the week for the Reminder.
      - ▶ Specify the days you would like to receive a Reminder.  
Monday = **1**    Tuesday = **2**    Wednesday = **3**  
Thursday = **4**    Friday = **5**    Saturday = **6**  
Sunday = **7**
- For example, if you wish to receive the Reminder on Monday and Friday, press **1**, then **5**. Voice Mail will repeat your entries.
- ▶ Press **1** to keep this schedule. Press **2** to re-try.

(continued) ▶

**To Schedule Reminders... continued**

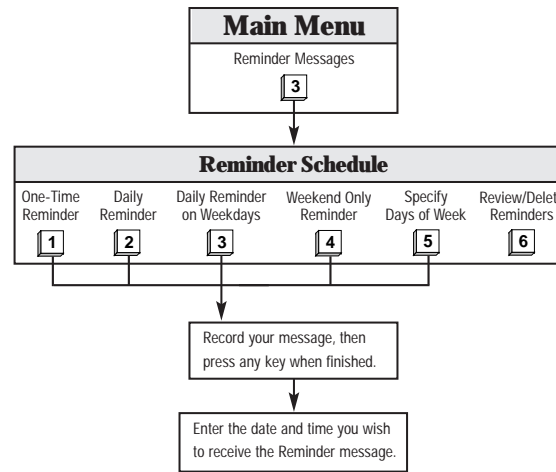
4. Record your REMINDER message after the tone. Press any key when finished.
  - ▶ Press **1** to keep this Reminder.
  - ▶ Press **2** to try again.
5. Enter the date you wish to receive the Reminder using one or two digits for the month, followed by two digits for the day.
 

For example: **1 2 5** = January 25  
**1 2 0 5** = December 5

OR... press **#** if Reminder is to be delivered the same day it is created.
6. Enter the time you wish to receive your Reminder. Using standard time, use one or two digits for the hour, followed by two digits for the minute.
 

For example: **8 4 5** = 8:45  
**1 0 0 0** = 10:00
7. Press **1** for AM delivery, press **2** for PM delivery.
8. The system will repeat the date and time you entered.
  - ▶ Press **1** to keep it.
  - ▶ Press **2** to try again.

**NOTE:** Mailbox subscribers can schedule a Reminder message to be sent up to 365 days from when the Reminder was created.



## To Send Messages<sup>1</sup>

You can record and SEND a message to any other Verizon Voice Mailbox in your local calling area.<sup>2</sup> To Send messages using the Voice Mail system, you must “address” your message, record your message and then Send it. You can also create BROADCAST GROUP LISTS which allow you to Send a message to several mailboxes at the same time (see page 30).

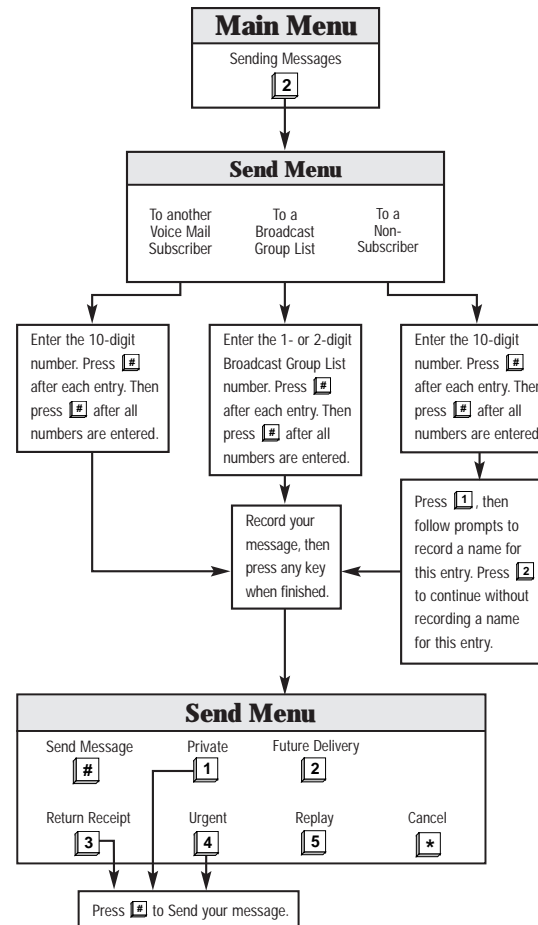
### To Send a message to other Voice Mail users or Broadcast Group Lists:

- At the Main Menu, press **2** to Send a message. (To reach the Main Menu during message review, press **\*.**)
- Enter the destination's 10-digit number or the 1- or 2-digit Broadcast Group List number for address. Press **#** after each entry. To Send to a party with a Group Mailbox<sup>3</sup> — enter the 10-digit telephone number with Voice Mail followed immediately by the appropriate Group Mailbox number [Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)].
  - ▶ Repeat to add additional addresses for the message.
  - ▶ If you enter an incorrect address, press **\*** to start over.
- Press **#** to complete addressing.
- Begin recording your message after the tone.
- Press any key when you are finished.
- Press **#** to Send your message. If you hang up without pressing **#**, your message will be sent. (See page 34 for descriptions of other DELIVERY OPTIONS.)

<sup>1</sup> Additional charges may apply as Verizon expands the geographic boundaries for mailbox-to-mailbox system messaging features.

<sup>2</sup> You can also Send and Forward to the telephone number of a non-subscriber (local or toll-free telephone number only). However, the message plays as soon as the destination telephone number picks up, which could potentially be an answering device or system greeting (a portion of the message may not be recorded).

<sup>3</sup> See pages 48-53 for information about Group Mailboxes.



Questions? Please call 1-800-483-2000

## Broadcast Group Lists

BROADCAST GROUP LISTS are lists of telephone numbers ("addresses") you create and maintain. When you establish a Broadcast Group List, you can SEND a single message to every number in the group at one time. STANDARD Mailbox users can create up to 5 Group Lists. ENHANCED Mailbox users can create up to 10 Group Lists with up to 24 destinations per list.

### To add a Broadcast Group List (see diagram on page 33):

1. At the Main Menu, press **[4]** for PERSONAL OPTIONS.  
(To reach the Main Menu during message review, press **[\*]**.)
2. Press **[3]** for Broadcast Group Lists.
3. Press **[1]** to add a Broadcast Group List.
4. Select and enter your new 1- or 2-digit Group List number.  
(If you already have the maximum number of Broadcast Group Lists, a prompt will suggest you delete a Group List to free up a slot for a new Group List.)
5. Record a title for your Group List. Press any key when finished. Voice Mail will repeat title.
  - ▶ Press **[1]** to keep title. Press **[2]** to re-record title.
6. Press **[1]** to begin adding telephone numbers to this Group List. To include a subscriber who has a Group Mailbox<sup>1</sup>— enter the 10-digit telephone number with Voice Mail followed immediately by the appropriate Group Mailbox number [Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)].

<sup>1</sup> See pages 48-53 for information about Group Mailboxes.

## Broadcast Group Lists... continued

### To delete an entire Broadcast Group List (see diagram on page 33):

1. At the BROADCAST GROUP LIST Menu, press **[3]** to delete an existing Group List.
2. Enter the 1- or 2-digit Group List number. If you do not know the number of the Group List you wish to delete, press **[0]** **[#]** to hear Group List titles, then press **[1]** when you hear the title of the Group List you wish to delete.
3. Voice Mail will repeat the title of the Group List selected.
  - ▶ Press **[1]** to delete.
  - ▶ Press **[2]** to keep it and return to the Broadcast Group List Menu.

### To record/change Broadcast Group List titles (see diagram on page 33):

1. At the Broadcast Group List Menu, press **[2]** to edit an existing Group List.
2. Enter the 1- or 2-digit Group List number. If you do not know the number of the Group List you wish to change, press **[0]** **[#]** to hear Group List titles, then press **[1]** when you hear the title of the Group List you wish to change.
3. Press **[3]** to record/change Group List title.
4. The system will repeat the current Group List title.
  - ▶ Press **[1]** to keep Group List title. Press **[2]** to try again.
5. Record new Group List title. Press any key when finished.
  - ▶ Press **[1]** to keep Group List title. Press **[2]** to re-record.

(continued) ▶

**To add/delete telephone numbers for an existing Broadcast Group List:**

1. At the BROADCAST GROUP LIST Menu, press **4** for existing Group List.
2. Enter the 1- or 2-digit Group List number. If you do not know the number of the Broadcast Group List you wish to delete, press **0 #** to hear Group List titles, then press **1** when you hear title of appropriate Broadcast Group List.

**To add telephone numbers:**

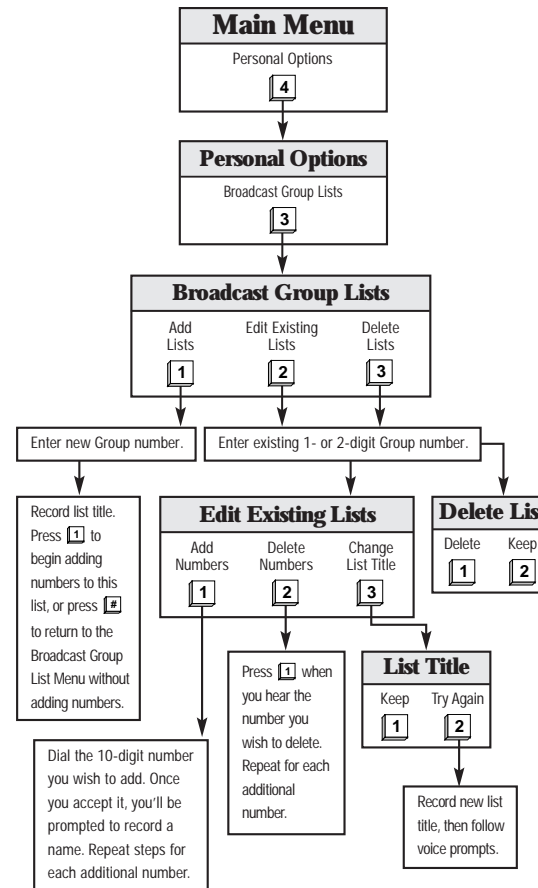
- ▶ Press **1** to add a telephone number to the Group List. Dial the 10-digit number you wish to add. (Voice Mail prompt will confirm if telephone number belongs to another Voice Mail subscriber.)
- ▶ Press **1** to accept. Press **2** to try again. Next, you'll be prompted to either keep, create or re-record a RECORDED NAME for this number.<sup>1</sup>

Repeat for each telephone number you wish to add to the Group List.

**To delete telephone numbers:**

- ▶ Press **2** to hear Recorded Name for Group List members.
- ▶ Press **1** when you hear the number you wish to delete. Repeat for each additional number you wish to delete.

<sup>1</sup> If you do not create a new Recorded Name, the recipient's own Recorded Name will remain in your list (or telephone number if a non-subscriber).



## Delivery Options

After you record and address your message, you can SEND it as a regular message by pressing **#** or simply hanging up, or you can select one or more of the following DELIVERY OPTIONS:

- ▶ **Private:** Marks your message as PRIVATE and announces message as "Private" to your recipient before the message is played.

Press **1** to select Private status for a message.

- ▶ **Future Delivery:** You choose the date and time of message delivery. FUTURE DELIVERY messages are stored in your own mailbox until they are delivered.

Press **2** to select Future Delivery status for a message.

To review your Future Delivery messages, access your mailbox and listen to your messages. When you review your messages, Future Delivery messages will play to you after your NEW and SAVED messages (see page 12).

**NOTE:** Future Delivery is applicable for messages you record and Send (see page 28) and messages you Forward (see page 13.)

- ▶ **Return Receipt Notification:** When your message is played by the recipient, the system automatically sends a confirmation message back to you to verify receipt.

Press **3** to select RETURN RECEIPT NOTIFICATION for a message.

- ▶ **Urgent Priority:** Your message will be played before other NEW messages in the recipient's mailbox.

Press **4** to select URGENT PRIORITY status for a message.

## Delivery Options... continued

**To select Future Delivery option (after setting up message):**<sup>1</sup>

1. Enter the date you want your message delivered using two digits for the month, followed by two digits for the day.
  - ▶ Example: **6 0 1** = June 1  
**1 1 3 0** = November 30
  - ▶ Press **#** for today's date.
2. Using standard<sup>2</sup> time, enter the time you want your message delivered using two digits for the hour, followed by two digits for the minute.
  - ▶ Example: **9 3 0** = 9:30  
**1 1 0 0** = 11:00
3. Press **1** for AM delivery, press **2** for PM delivery.
4. Voice Mail will replay the time and date you selected for future delivery of your message.
  - ▶ Press **1** to keep this time and/or date.
  - ▶ Press **2** to change this time and/or date.
  - ▶ Press **3** to cancel future delivery.

**NOTE:** Mailbox subscribers can schedule a FUTURE DELIVERY message and Send it up to 365 days in the future.

<sup>1</sup> Future Delivery is applicable for messages you record and Send (see page 28) and messages you Forward (see page 13).

<sup>2</sup> Use standard time, NOT "military" time.

**Questions? Please call 1-800-483-2000**

## **Time and Date Stamp** *(Message “Envelope” Information)*

When you listen to your NEW and SAVED messages, Voice Mail will play the TIME AND DATE STAMP information for the current message first (i.e., calendar date and time of day the message was received in your mailbox).

To repeat the Time and Date Stamp — at the end of the message, press **6**.

## **Optional Features<sup>1,2</sup>**

### **Pager Notification<sup>1</sup>**

You can set up Voice Mail to call your pager when a NEW message is left in your mailbox. Voice Mail will call your pager as soon as a message arrives. If you do not access Voice Mail to review the message, Voice Mail will then make a maximum of 2 additional attempts to page you in 15-minute intervals (total 3 attempts maximum in 30 minutes). PAGER NOTIFICATION setting options are: All messages, only messages marked “Urgent,” and OFF. Set up this feature and callers can page you without knowing your pager number!

**NOTE:** The callback number displayed on your pager will be the Voice Mail access telephone number. You then access Voice Mail to retrieve your New message(s).

**To turn Pager Notification ON (see diagram on page 38):**

1. At the Main Menu, press **4** to select PERSONAL OPTIONS.  
(To reach the Main Menu during message review, press **\***.)
2. Press **1** for PERSONAL PROFILE.
3. Press **3** for PAGING Options.
  - ▶ Press **1** to receive page for ALL messages.
  - ▶ Press **2** to receive page for only messages marked Urgent.  
[Callers must press **4 #** after the message to mark it Urgent.] You can use your PERSONAL GREETING to inform your callers how to “mark their messages Urgent.”
  - ▶ Press **3** to turn Pager Notification OFF.

### **NOTES:**

- 1) Pager access number (“digit string”) programmed by Verizon<sup>3</sup>
- 2) Pager Notification service must have local or toll-free access telephone number FROM YOUR OFFICE, INCLUDING 1-800/1-888 NUMBERS.

*(continued)* ▶

<sup>1</sup> Optional features are available for a low, monthly fee, and installation fees apply if added after mailbox set-up. Contact your Verizon Business Office for more information.

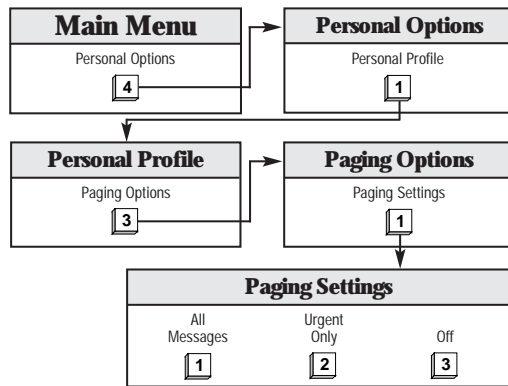
<sup>2</sup> Additional dialing rates may apply (see page 56).

<sup>3</sup> Reprogramming charges apply for pager number change.

### Pager Notification... continued

#### NOTES:

- 3) Pager Notification NOT compatible with voice-only paging systems or alpha-centric-only pagers (digital/number capability required).
- 4) Pager Notification NOT compatible with pager companies that use a modem access method for pager notification.



### Special Delivery<sup>1</sup> (Remote Call Notification)

When you are away from the office, SPECIAL DELIVERY will call you at the telephone number you specify (single attempt, no retry) to inform you when a NEW message arrives in your mailbox. You enter your access PASSCODE to accept message play. You control Special Delivery by setting:

- ▶ The telephone number where you can be reached (destination number).
- ▶ Notification for ALL or only messages marked URGENT by your callers.
- ▶ The earliest and latest times to be notified.
- ▶ A Passcode (your personal Passcode for mailbox access).

#### To turn Special Delivery ON/OFF (see diagram on page 41):

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\***.)
2. Press **1** for PERSONAL PROFILE.
3. Press **4** for Special Delivery.
4. Press **1** to activate/deactivate Special Delivery.
  - ▶ If service is OFF, press **1** to turn ON.
  - ▶ If service is ON, press **2** to turn OFF.

#### To set/change your Special Delivery number (see diagram on page 41):

1. At the Main Menu, press **4** to select Personal Options. (To reach the Main Menu during message review, press **\***.)
2. Press **1** for Personal Profile.
3. Press **4** for Special Delivery.
4. Press **2** to set/change Special Delivery telephone number (local or toll-free only).
  - ▶ Press **1** to keep this number. Press **2** to try again. When prompted, enter your new Special Delivery number. If you wish to continue without entering a Special Delivery number, press **#**. *(continued)* ▶

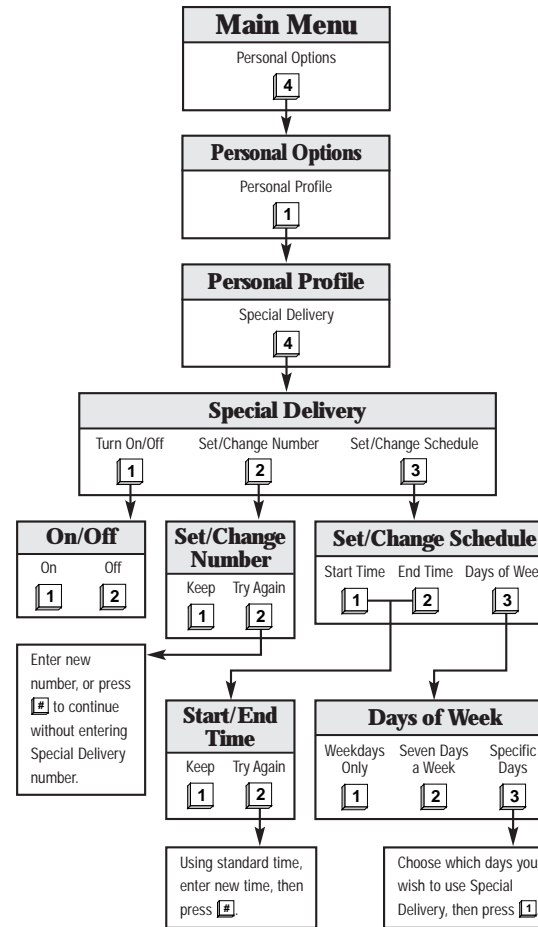
<sup>1</sup> Optional features are available for a low, monthly fee, and installation fees apply if added after mailbox set-up. Contact your Verizon Business Office for more information.

**To set/change your Special Delivery schedule:**

1. At the Main Menu, press **[4]** to select PERSONAL OPTIONS.  
(To reach the Main Menu during message review, press **[\*]**.)
  2. Press **[1]** for PERSONAL PROFILE.
  3. Press **[4]** for SPECIAL DELIVERY.
  4. Press **[3]** to set/change Special Delivery schedule:
    - ▶ Press **[1]** to change start time.
      - ▶ Press **[1]** to keep your current start time.
      - ▶ Press **[2]** to try again. When prompted, use standard<sup>2</sup> time to enter new start time, then press **[#]**.
    - ▶ Example: **[8][2][0][#]** = 8:20  
**[1][2][4][5][#]** = 12:45
    - ▶ Press **[1]** for AM delivery, press **[2]** for PM delivery.
    - ▶ Press **[2]** to change end time.
      - ▶ Press **[1]** to keep your current end time.
      - ▶ Press **[2]** to try again.
    - ▶ Press **[3]** to change the days of week.
      - ▶ Press **[1]** to use on weekdays only.
      - ▶ Press **[2]** to use seven days a week.
      - ▶ Press **[3]** to choose which days to use. Enter the days you wish to use Special Delivery.  
Monday = **[1]** Tuesday = **[2]** Wednesday = **[3]**  
Thursday = **[4]** Friday = **[5]** Saturday = **[6]**  
Sunday = **[7]**
- Press **[1]** when finished. For example, if you wish to use Special Delivery on Monday, Tuesday and Friday, press **[1]**, **[2]**, **[5]**, then **[1]**.

<sup>1</sup> Special Delivery "schedule" is the earliest and latest times each day when you want the Special Delivery ON.

<sup>2</sup> Use standard time, NOT "military" time.



**Questions? Please call 1-800-483-2000**

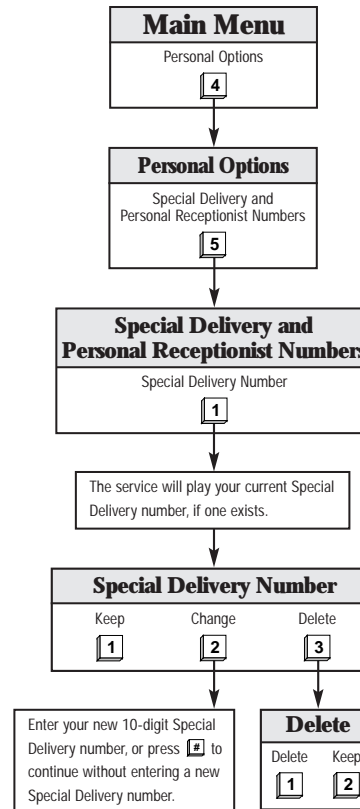
**Special Delivery... continued**

SPECIAL DELIVERY allows you to be called when NEW messages arrive in your mailbox (see page 39), at a destination telephone number you select.

The Special Delivery Number Menu gives you an opportunity to quickly review and/or change your Special Delivery destination telephone number.

**To review/change your Special Delivery number:**

1. At the Main Menu, press **4** to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press **\*.**)
2. Press **5** for Special Delivery and PERSONAL RECEPTIONIST numbers.
3. Press **1** for Special Delivery number. The service will play your current Special Delivery number, if one exists.
  - ▶ Press **1** to keep.
  - ▶ Press **2** to set up or change.
    - ▶ Enter your new 10-digit Special Delivery number. OR... press **#** to continue without entering a new Special Delivery number.
  - ▶ Press **3** to delete.
    - ▶ Press **1** to delete. OR... press **2** to keep and return to the Special Delivery Number Menu.



### Ring Count Change<sup>1</sup> (Customer-Controlled Ringing)

RING COUNT CHANGE lets you set the number of times your telephone rings before your callers forward to your mailbox (minimum 2 rings; maximum 9 rings). You can change the setting at any time, and as often as you like.

#### To set up Ring Count Change:

1. Lift handset, and press **5 8 #**. (In some areas you must press **\* 5 8**.)

- ▶ If you hear three short bursts of dial tone, the system is prompting you to enter the number of rings you want to hear before the call is forwarded to your mailbox. You can set the number of rings from 2-9.

For example: If you want your phone to ring twice before the call is forwarded to your mailbox, press **2**; if you want your phone to ring 5 times, press **5**.

OR

- ▶ If you hear a normal dial tone after you enter **5 8 #**, the system is prompting you to enter the number of seconds you want your phone to ring before the call is forwarded to your mailbox. (Refer to the rings-to-seconds conversion chart on page 45 to set the number of rings.)

**NOTE:** The setting for Ring Count Change only affects your telephone line when your telephone line is not in use and a ringing call is not answered. When your telephone line is in use, your incoming calls will always forward immediately to Voice Mail.

### Ring Count Change... continued

Use the chart below for reference if the system prompts you to enter the number of seconds your telephone rings before forwarding calls to your mailbox.

Number of Rings	Number of Seconds
2	10
3	16
4	20
5	28
6	34
7	40
8	46
9	52

For example: If you want your phone to ring twice before the call is forwarded to your mailbox, press **1 0**; if you want your phone to ring 5 times, press **2 8**.

2. You will hear another stutter dial tone, or a confirmation signal, either of which validates your selection.
3. Hang up to complete the process.

**TIP:** A setting of 9 rings is like turning off Voice Mail, as most callers will hang up before the 9th ring.

<sup>1</sup> Optional features are available for a low, monthly fee. If optional features are added after installation, additional installation fees apply. Contact your Verizon Business Office for more information.

### Visual Message Waiting Indicator/CLASS/FSK<sup>1</sup>

VISUAL MESSAGE WAITING INDICATOR/CLASS/FSK is a signal which activates a flashing lamp on CLASS/FSK-capable telephone sets or adjunct display devices to indicate you have a NEW message in your mailbox.

When using Visual Message Waiting Indicator/CLASS/FSK on a CLASS-capable telephone set or adjunct device, you will get both a flashing lamp and stutter dial tone for New messages in your mailbox.

Not all telephone sets or display devices are CLASS/FSK compatible, even if they use a flashing lamp to indicate a New message. (Example: Some telephone sets can activate the message-waiting lamp via stutter dial tone, while other telephone sets work with a signal internal to the phone system.)

It is important that you know the specific technology associated with your telephone set, system, or display device to determine compatibility with Visual Message Waiting Indicator/CLASS/FSK. The user manual for your telephone set or the equipment manufacturer's Help Desk are the best sources for this information.

If you want a flashing lamp to alert you when you get a New message in your mailbox, your Verizon Business Office can provide information regarding a CLASS-capable telephone set, and Visual Message Waiting Indicator/CLASS/FSK.

**NOTE:** Visual Message Waiting Indicator/CLASS/FSK feature is not available in all areas.

<sup>1</sup> Optional feature Visual Message Waiting Indicator/CLASS/FSK can be added at no additional fee, except in California where a monthly fee applies. If added after installation, additional installation fees apply. Contact your Verizon Business Office for more information.

### Specialty Mailboxes

Verizon offers two specialty mailboxes to meet your business needs. Please contact your Verizon Business Office for more details.

#### Enhanced Mailboxes

ENHANCED Mailboxes can be arranged as a single mailbox, or as part of a GROUP MAILBOX arrangement, and provide callers with all the features of a Standard Mailbox plus selected expanded capacities:

- ▶ **Enhanced Mailbox:**
  - GREETING . . . . . **2-minute maximum**
  - MESSAGE RECORDING TIME . . . . . **5-minute maximum**
  - MESSAGE CAPACITY . . . . . **50-message maximum**
  - Enhanced Mailboxes with a 100-message capacity are also available.
  - MESSAGE STORAGE . . . . . **30-day maximum**
  - BROADCAST GROUP LISTS . . . . . **10 lists/24 members per list**
  - FUTURE DELIVERY . . . . . **365 days maximum**
  - PERSONAL RECEPTIONIST ("zero-out") feature included

Set-up and access instructions for Enhanced Mailboxes are the same as for STANDARD Mailboxes (see pages 6-8).

#### Announcement-Only Mailboxes (Answer-Only Mailboxes)

ANNOUNCEMENT-ONLY Mailboxes can be arranged as a single mailbox, or as part of a Group Mailbox arrangement (including the Gateway Greeting), and are available if you wish to provide only recorded information to your callers.

- ▶ **Announcement-Only (Answer-Only) Mailbox:**
  - RECORDED ANNOUNCEMENT . . . . . **3-minute maximum**
  - PERSONAL RECEPTIONIST ("zero-out") feature included
  - Does not accept recorded messages from callers*

Follow the instructions on pages 6-8 for mailbox set-up and access instructions. Then simply follow the recorded prompts to create your Main Announcement. You can also set up the Personal Receptionist feature (see page 22).

## Optional Mailbox Arrangement

### Group Mailboxes (Extension Mailboxes)<sup>1</sup>

GROUP MAILBOXES is an optional arrangement of regular mailboxes fronted by a GATEWAY GREETING.

Callers will first hear the Gateway Greeting. While listening to the Gateway Greeting, callers select transfer to an associated Group Mailbox (based on instructions in the Gateway Greeting).

After callers make their choice — by pressing the appropriate key (on their telephone keypad) — they will hear the greeting for the selected Group Mailbox. At the tone, they can leave a message (if selected mailbox is a mailbox type that accepts messages).

**OR...** Callers can listen to the Gateway Greeting and wait for automatic system transfer to Group Mailbox #1 and leave a message at the tone.

Standard Numeric ID for Group Mailboxes is: Group Mailbox "1", Group Mailbox "2" or Group Mailbox "3," etc.

**NOTE:** Numeric ID for the Gateway Greeting is always "0."

<sup>1</sup> Group Mailboxes (except the Gateway Greeting) are mailbox "types" of your choice (i.e., Standard, Enhanced or Announcement-Only Mailboxes). For instructions on how to manage the feature settings for your mailbox, refer to the appropriate section of this user guide (see pages 2 and 3 for the Table of Contents).

Your business can select the quantity of mailboxes in the group (maximum 99), and select the mailbox package — with any applicable optional features — for each mailbox in the group.

**IMPORTANT:** Announcement-Only Mailbox not recommended for Mailbox 1; the Deluxe Mailbox package is only applicable for Mailbox 1.

## Getting Started — Group Mailboxes

The first time you dial into Business Voice Mail, you will be asked to set up your mailbox.<sup>1</sup> You will need the following information to enable you to access your Group Mailbox.

- ▶ Voice Mail Access Telephone Number:

---

- ▶ Group Mailbox Number:

---

This is the specific Numeric ID for your Group Mailbox.  
Example: Group Mailbox "1"; Group Mailbox "2"  
or Group Mailbox "3," etc. Numeric ID for the Gateway  
Greeting is always "0."

Your Business Office Sales Consultant provides the information above when your Group Mailboxes are ordered. If you do not have this information, please contact the person within your company who ordered the Group Mailboxes.<sup>1</sup>

<sup>1</sup> If your company does not have this information, an authorized person from your business should call our Help Desk at 1-800-483-2000. Representatives are available 24 hours a day, 7 days a Week. Or... your company can re-contact our Business Office to acquire the information.

## Gateway Greeting

When you set up the Gateway Greeting, the tutorial prompts you to create a personalized Gateway Greeting. Personalized Gateway Greeting example: *"You have reached Voice Mail for [company name]. If you know the ID number for the mailbox you wish to reach, please press that number on your keypad now, followed by #. For Staff Assistance, press 1 #; for Billing, press 2 #..."*, etc.

The Gateway Greeting functions the same for all Group Mailboxes. The Gateway Greeting features are AUTOMATIC GREETING, PERSONAL GREETING and PERSONAL RECEPTIONIST.

As an alternative to a personalized Gateway Greeting, you can select the Automatic Greeting (system default greeting) for your Gateway Greeting, which includes all Recorded Names for the Group Mailboxes (see page 51). After you set up your Gateway Greeting, you can override the personalized greeting by turning the Automatic Greeting ON for the group. The Automatic Gateway Greeting for a Group Mailbox is... *"You have reached Voice Mail for [the 10-digit telephone number]. If you know the number of the mailbox, please key it in now, followed by #. Or you can press the Group Mailbox number from the following options: [callers hear Recorded Names for all mailboxes in the group in numeric order]."*<sup>1</sup>

## To Set Up Your Gateway Greeting<sup>2</sup>

**If you call from your business telephone line:**

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press \* when the Automatic Greeting (system greeting) begins.]
2. Enter the default PASSCODE (last four digits of the main telephone number) for the Gateway Greeting, then press #.
3. Enter Numeric ID (0 for Gateway Greeting), then press #.
4. Follow the voice prompts to set up your Gateway Greeting.

**NOTE:** You will be prompted to create a new Passcode and a personalized Gateway Greeting.

<sup>1</sup> If Automatic Greeting is used, all Group Mailbox users must include their mailbox Numeric ID in their Recorded Name... *"Mailbox number 1, Mary Smith."* or... *"Mailbox number 2, Accounting Department."*

<sup>2</sup> Passcode Suppression not applicable for Gateway Greeting.

## To Set Up Your Gateway Greeting.. continued

**If you call from any other telephone number:**

1. Dial the Voice Mail access telephone number.  
[Or... dial your own telephone number and press \* when the Automatic Greeting (system greeting) begins.]
2. Enter the 10-digit telephone number with Voice Mail (main telephone number), then press #.
3. Enter the default PASSCODE (last four digits of the main telephone number) for the Gateway Greeting, then press #.
4. Enter the Numeric ID (0 for Gateway Greeting), then press #.
5. Follow the voice prompts to set up your Gateway Greeting.

**NOTE:** You will be prompted to create a new Passcode and a personalized Gateway Greeting.

## To change the personalized Gateway Greeting:

Access the Gateway Greeting following steps above, see page 16 for steps to change the personalized Gateway Greeting.

## To use the Automatic Greeting (system default) for the Gateway Greeting:

Access the Gateway Greeting following steps above, see page 17 for steps to toggle ON the Automatic Greeting. Repeat steps to toggle OFF the Automatic Greeting.

## To activate or change Personal Receptionist feature setting for the Gateway Greeting:

Access the Gateway Greeting following steps above, see page 22 for steps to manage feature settings for PERSONAL RECEPTIONIST feature.

Personal Receptionist provides a "zero-out" option for your callers who prefer not to leave a recorded message in a Group Mailbox, but prefer (or must have) "live answer." Destination telephone number for Personal Receptionist transfer must be local or toll-free telephone number only. Caller must press "0" for Personal Receptionist transfer before the Gateway Greeting performs a default transfer to Group Mailbox 1.

**Questions? Please call 1-800-483-2000**

## Entering Your Group Mailbox the First Time

(applicable for Mailbox #1, #2, #3, etc.)

If you call from your main Group Mailbox telephone number:

1. Dial the Voice Mail access telephone number.  
[Or... dial main telephone number and press **\*** when the Automatic Greeting (system greeting) begins.]
2. Enter the default PASSCODE for your Group Mailbox, then press **#**. Default Passcode is Numeric ID for Group Mailbox (Example: Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).
3. Enter the Numeric ID for your Group Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).
4. Follow the voice prompts to set up your Group Mailbox.

**NOTE:** You will be prompted to create a new Passcode, RECORDED NAME<sup>1</sup> and PERSONAL GREETING.

If you call from any other telephone number:

1. Dial the Voice Mail access telephone number.  
[Or... dial main telephone number and press **\*** when the greeting begins.]
2. Enter the 10-digit telephone number for Group Mailboxes (main telephone number), then press **#**.
3. Enter the default PASSCODE for your Group Mailbox, then press **#**. Default Passcode is Numeric ID for Group Mailbox (Example: Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).
4. Enter the Numeric ID for your Group Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).
5. Follow the voice prompts to set up your Group Mailbox.

**NOTE:** You will be prompted to create a new Passcode, Recorded Name<sup>1</sup> and Personal Greeting.

<sup>1</sup> If Automatic Greeting is used, all Group Mailbox users must include their mailbox Numeric ID in their Recorded Name... "Mailbox number 1, Mary Smith." or... "Mailbox number 2, Accounting Department."

## Whenever You Want to Use Your Group Mailbox

To access a Group Mailbox via the Voice Mail access telephone number — from the main Group Mailbox telephone number:

1. Dial the Voice Mail access telephone number.
2. Enter your personal PASSCODE<sup>1</sup>, then press **#**.
3. Enter the Numeric ID for your Group Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).

If you call from any other telephone number:

1. Dial the Voice Mail access telephone number.
2. Enter the 10-digit telephone number for Group Mailboxes (main telephone number), then press **#**.
3. Enter your personal PASSCODE, then press **#**.
4. Enter the Numeric ID for your Group Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).

Via the Gateway Greeting from any telephone number:

1. Dial the main telephone number for Group Mailboxes.
2. When you hear the Gateway Greeting, press **\***.
3. Enter your personal PASSCODE, then press **#**.
4. Enter the Numeric ID for your Group Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**, etc.).

**NOTE:** With this access method, the user can only access a Group Mailbox supported by this Gateway Greeting.

## To Send or Forward a message within Voice Mail from your mailbox to a Group Mailbox<sup>2</sup>

Follow the steps on page 28 to create and Send or Forward a message. Address message to the 10-digit telephone number for the Group Mailbox (main telephone number), followed immediately by the appropriate Group Mailbox number [Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)].

<sup>1</sup> Passcode Suppression not applicable for Group Mailboxes.

<sup>2</sup> Applicable for Sending from a single mailbox to a Group Mailbox, as well as for Sending from one Group Mailbox to another Group Mailbox — including different Groups Mailboxes within your local calling area.

## Prompts Available to Callers When They Forward to Your Mailbox

### While callers are listening to your mailbox greeting:

- ▶ Your caller can press **[#]** at any time to bypass your greeting and receive tone to start recording a message.

**NOTE:** You can use your PERSONAL GREETING or ALTERNATE GREETING to let callers know how to bypass your greeting (above). This can be especially valuable to callers if you have a detailed greeting and/or if they frequently leave messages in your mailbox. Example: *"Welcome to [your company name], if you'd like more information, please listen to this greeting and leave a message at the tone. Or, you can press [#] now to bypass this greeting and leave a message after the tone...."*

### After callers leave you a recorded message:

- ▶ Your caller can press **[#]** to choose from the following options:
  - ▶ Press **[1]** to mark the message as PRIVATE.
  - ▶ Press **[4]** to mark the message as URGENT.
  - ▶ Press **[5]** to HEAR the message they just recorded.
  - ▶ Press **[\*]** to ERASE the original message and record a new message.
  - ▶ Press **[#][#]** when finished recording to SEND the message and EXIT the mailbox.

**NOTE:** You can use your Personal or Alternate Greeting to let callers know they can listen and re-record their messages. This may be especially valuable to callers who need to leave a detailed message or who inadvertently exceed the recording time and wish to re-record rather than call back and leave a second message. Example: *"Welcome to [your company name], we are open but unavailable to take your call right now. Please leave a message at the tone. When your message is complete, you can hang up, or press [#] and select an option."*

## Mailbox Information

- ▶ When your STANDARD Mailbox has a total of 30 NEW and/or SAVED messages, Voice Mail will play your greeting to callers, followed by a Voice Mail system message that tells callers your mailbox is "full" and cannot accept additional messages at that time.  
**IMPORTANT:** Callers cannot leave a message when your mailbox is full!
- ▶ STANDARD Mailboxes have a 30-message capacity. Voice Mail auto-deletes all messages after 30 days.
- ▶ ENHANCED Mailboxes have a 50- or 100-message capacity. Voice Mail auto-deletes all messages after 30 days.
- ▶ To reach the Main Menu during message review, press **[\*]**.
- ▶ Your PASSCODE:
  - ▶ Must be a 4- to 8-digit number and cannot include **[\*]** or **[#]**.
  - ▶ Should not begin with **[0]**.
  - ▶ Should not be the same as your telephone number, to protect your security.
- ▶ If you call the number of a Verizon Voice Mail subscriber within your regional calling area, you can press **[\*][\*]** during the greeting to be prompted for login to another mailbox. This does not apply during the Gateway Mailbox greeting for GROUP MAILBOXES, where pressing **[\*]** prompts you to login to a member mailbox in the Group. You will only be able to access Group Mailboxes within that specific group.
- ▶ Press **[\*]** to back up to the previous menu level.

### ***Limitation of Liability***

Verizon extends no warranties, (including any warranty of merchantability or fitness for a particular purpose), with respect to the service described in this guide. Verizon's liability for any failure or defect in the service shall be limited to a refund of service charges for the time the service failed to perform. Verizon assumes no responsibility for any unauthorized use of the service and shall not be liable for special, consequential or incidental damages which may arise in connection with provision or use of the service described in this guide. The charges for the service have been established on this basis. By accepting and using this service, the customer agrees to this limitation of liability.

**NOTE:** Your Verizon Business Voice Mail service will be periodically unavailable during late evening hours for general maintenance. We schedule this maintenance work during lowest usage period to minimize inconvenience to our users.

### ***Additional rates that may apply***

#### **Long distance**

If you dial the Voice Mail system access number from a location outside of your local calling area, long distance rates will apply.

#### **Measured service**

If you have measured local service, local-usage or message-unit charges will apply for each call forwarded to your mailbox, and for each time you dial in to check your messages.

***If you need help using Verizon Voice Mail or have questions about the service, please call:***

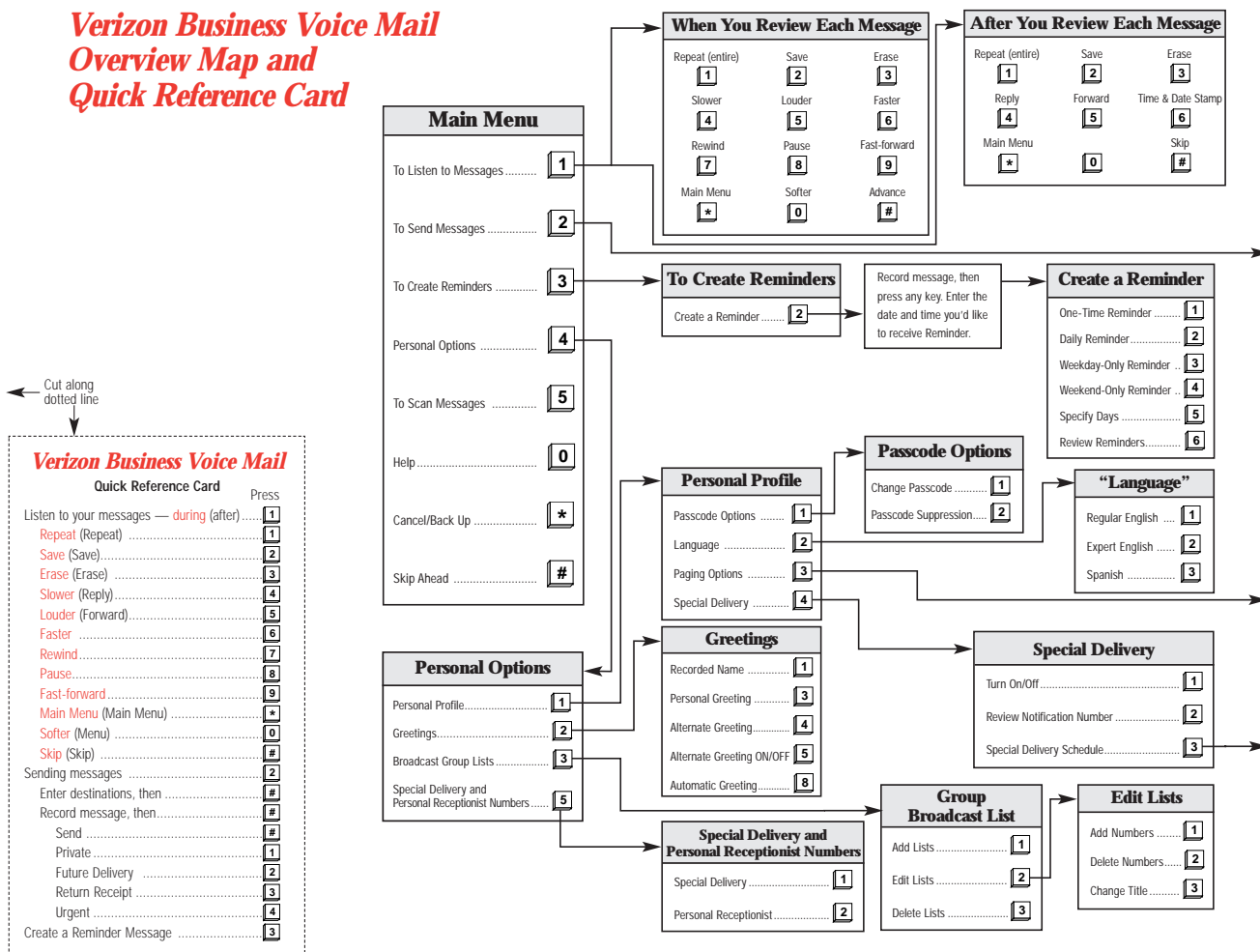
**1-800-483-2000**

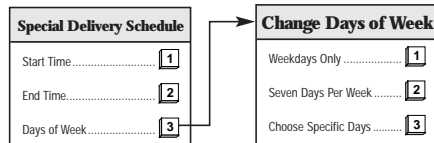
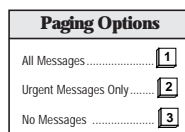
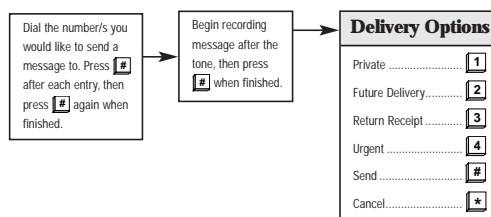
***Representatives are available  
24 hours a day, 7 days a week.***

***Overview Map*** ▶

***Quick Reference Card*** ▶

# Verizon Business Voice Mail Overview Map and Quick Reference Card





Questions? Please call **1-800-483-2000**