





## Main Menu

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

Main Menu	
<b>1</b> Listen to Messages	→ To listen to your messages, see page 12.
<b>2</b> Send Messages	→ To send a message, see page 28.
<b>3</b> Create Reminder Messages	→ To create Reminder messages, see page 25.
<b>4</b> Personal Options	
<b>5</b> Scan Messages	→ To scan messages for time, date and sender information, see page 14.
<b>0</b> Help	
<b>*</b> Back Up	

## Personal Options Menu

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

Personal Options	
<b>1</b> Personal Profile	→ To set/change your Passcode Options, see page 20. To select a "Language" Option, see page 24. To set/change Pager Notification, see page 37. To set/change Special Delivery, see page 39.
<b>2</b> Greetings	→ To record/change your Recorded Name, see page 18. To record/change your Personal Greeting, see page 16. To record/change your Alternate Greeting, see page 16.
<b>3</b> Broadcast Group Lists	→ To add a Broadcast Group List, see page 30. To edit an existing Broadcast Group List, see page 32. To delete a Broadcast Group List, see page 31.
<b>5</b> Special Delivery and Personal Receptionist Numbers	→ To review your Special Delivery number, see page 42. For Personal Receptionist information, see page 22.
<b>*</b> Back Up	

# Listening to Your Messages

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

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

1. **Urgent New messages** (messages callers or senders have marked "Urgent" when selecting delivery options).
2. **Other New messages** (will play oldest to most recent).
3. **Saved messages** (will play most recent to oldest).
4. **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

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

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These options are available after message review:

## After You Review Each Message

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

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**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).

## Scanning 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. Business 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 Business 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, Business 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

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

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

The first time you dial into 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 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 **\*1**.)
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. 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 toggle to your Personal Greeting.

### 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 **\*1**.)
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 **\*1**.)
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.

## Recorded Name

When you set up your mailbox, you will be prompted to create a Recorded Name.

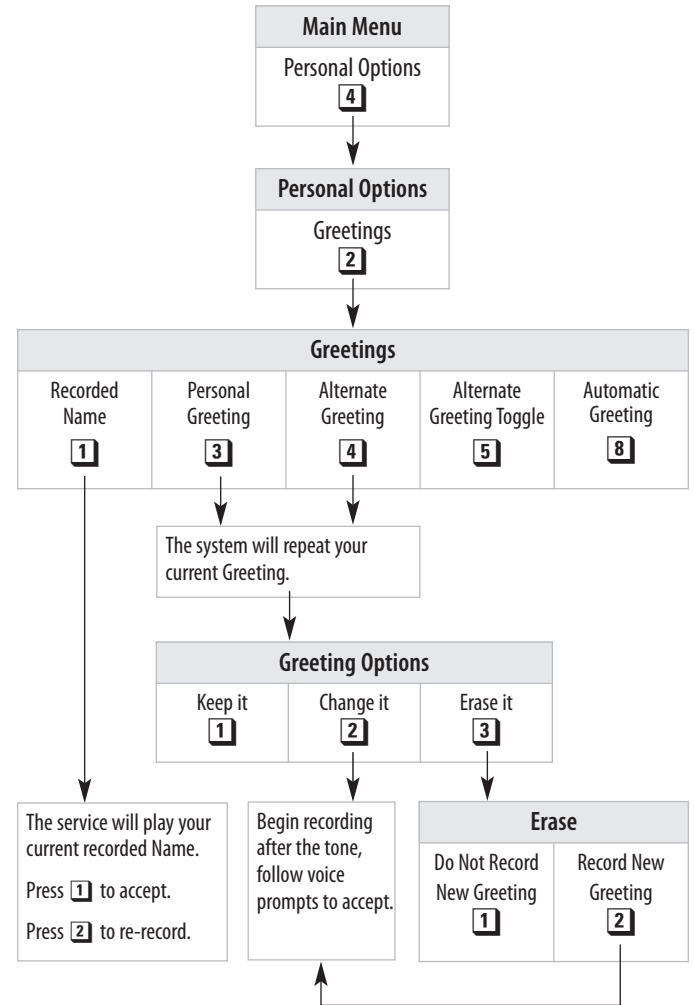
Recorded Name is the preface for your Automatic Greeting, (see page 17). If you activate and use your Automatic Greeting, your callers will hear... "You have reached [your Recorded Name], please leave a message at the tone."

### Notes:

- 1) Suggestions for Recorded Name are personal name and/or title, name of your business or "other," as applicable.
- 2) Business 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.



## 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 **\*1**.)
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, Business 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)

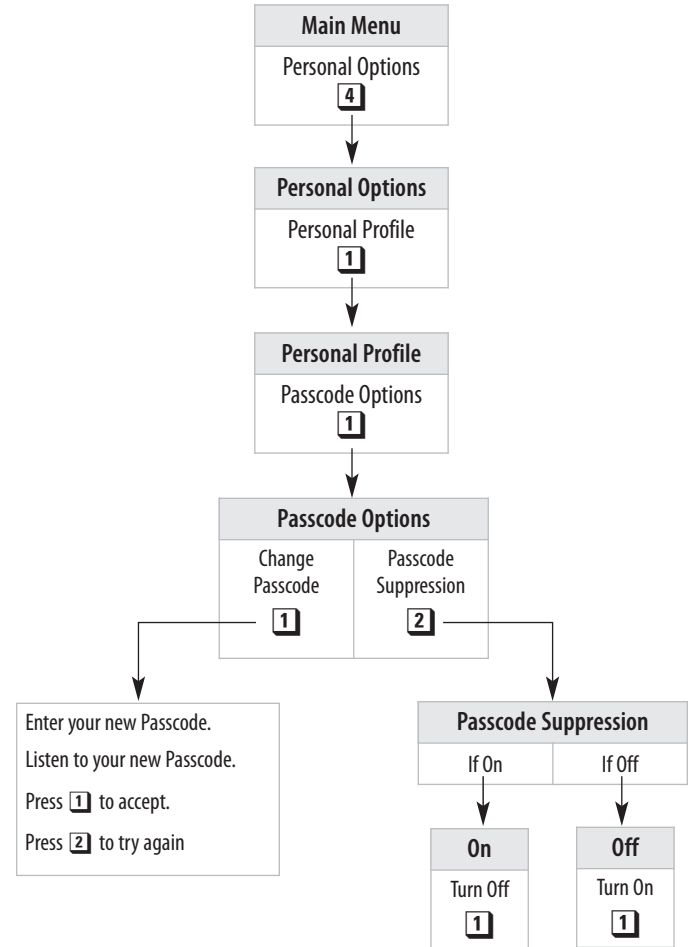
When you activate Passcode Suppression, you can access your Voice Mail service — from your own telephone line only — without having to enter your Passcode every time. Convenient time saver!

### 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 **\*1**.)
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 47-52).





# Sending 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:

1. At the Main Menu, press **2** to send a message.  
(To reach the Main Menu during message review, press **\***.)
2. Enter the destination's 10-digit number or the 1- or 2-digit Broadcast Group List number for address. Press after **#** each entry.

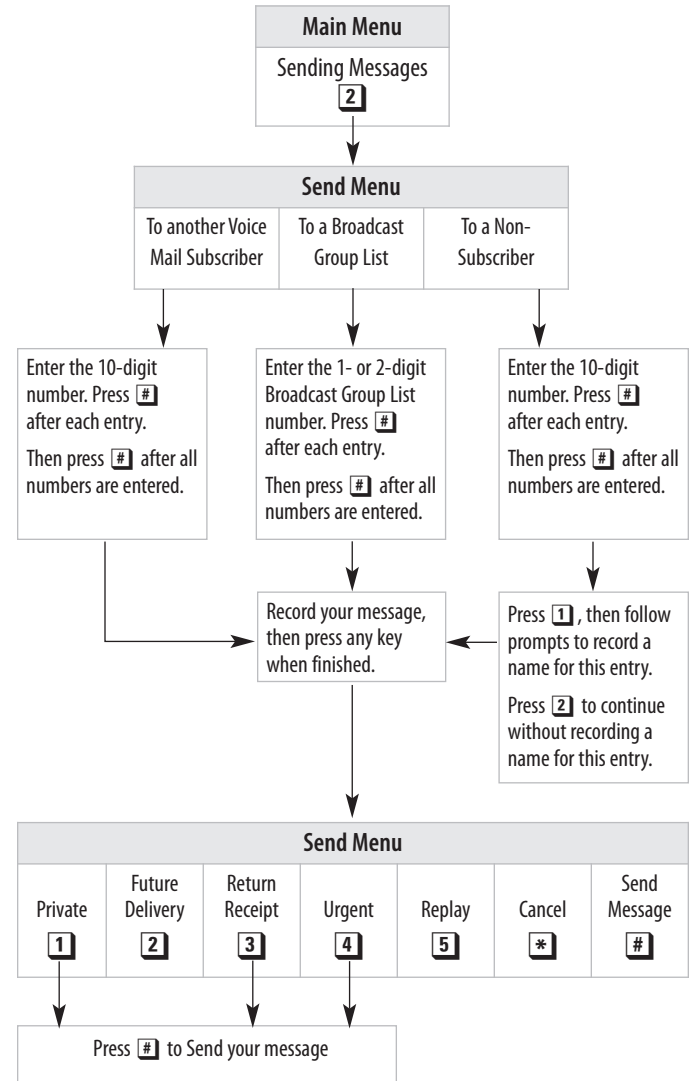
To send to a party with a Group Mailbox<sup>3</sup>, enter the 10-digit telephone number with Business Voice Mail followed immediately by the appropriate Group Mailbox number (Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)).

- Repeat to add additional addresses for the message.
  - If you enter an incorrect address, press **\*** to start over.
3. Press **#** to complete addressing.
  4. Begin recording your message after the tone.
  5. Press any key when you are finished.
  6. 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 47-52 for information about Group Mailboxes.



# Voice Mail Overview Map

