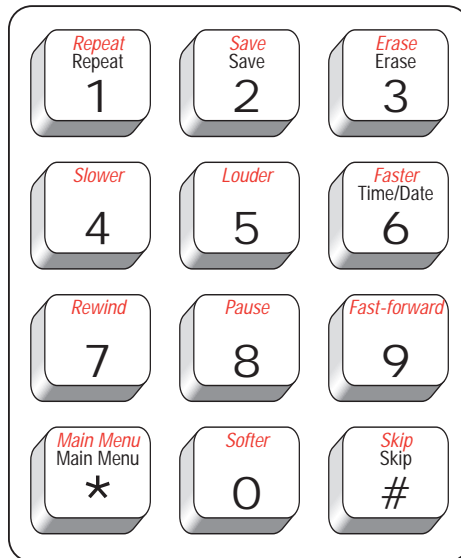## *While you're listening to messages...*

You can move through your messages with the keypad commands shown in red. You'll be able to REWIND (in 5-second increments) to catch something you didn't hear... or alter the volume, change the message playback speed and more.

After you listen to each 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.

Repeat Repeat **1**	*Save* Save **2**	*Erase* Erase **3**
Slower **4**	*Louder* **5**	*Faster* Time/Date **6**
Rewind **7**	*Pause* **8**	*Fast-forward* **9**
Main Menu Main Menu *****	*Softer* **0**	*Skip* Skip **#**

Business Voice Mail

☐ **Basic Mailbox**

USER GUIDE

Thank You for
Selecting a Verizon
Business Messaging Service

Getting Started

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

▶ Voice Mail Access Telephone Number:
 940-565-4411

▶ 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 this information when you order your mailbox. 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.

Voice Mail Forwarding Codes

If you are setting up your voice mail from your office phone dial 4411 and put in your pass code and follow the prompts. To access your voice mail from off campus dial 940-565-4411 and put in your ten digit campus phone number and then your pass code when prompted.

After setting up your voice mail box with your name and greeting you will need to forward your phone to voice mail. You have the option to forward your phone on Busy and No Answer so calls can go to voice mail on either or both of these options.

Line is Busy
Pick up the handset and dial *90, after two beeps put in 4411 and hang up. This will transfer calls to voice mail if line is busy. *91 will cancel this forwarding request.

No Answer
Pick up the handset and dial *92, after two beeps, put in 4411 and hang up. This is will transfer calls to voice mail if no answer after 4 rings. *93 will cancel this forwarding request.

To Transfer All Calls
If you want to transfer all calls to another number in your department or to voice mail pick up handset and dial *72, after two beeps put in the number you want to transfer all calls to, if it is voice mail, put in 4411 and hang up. If you want to transfer to another number in your department put in that 4 digit number and hang up. *73 cancels this forwarding request.

Verizon BASIC Mailbox Overview

Welcome to Verizon Business BASIC Mailbox Service!

Basic Mailbox is appropriate for business users with limited voice mail needs. When your business line is busy or is not answered, Basic Mailbox answers your calls with your PERSONAL GREETING (2-minute maximum), ALTERNATE GREETING (2-minute maximum) or the AUTOMATIC GREETING (system default greeting).

Message Review

During message review, you can REPEAT and SAVE, ERASE or SKIP a message. If you SAVE a message, you can listen to it again at any time (combined maximum of 20 NEW and/or Saved messages). New and Saved messages expire after 30 days.

During message review, you can also SLOW DOWN or SPEED UP the message recording playback, RAISE or LOWER the volume, REWIND or FAST-FORWARD 5 seconds and/or PAUSE the message playback. At the end of the message you can replay the TIME AND DATE STAMP (see page 11).

Mailbox Settings

Your Basic Mailbox includes setting options for PASSCODE SUPPRESSION, and user prompts in Spanish. You can activate Passcode Suppression to streamline access to Voice Mail from your own telephone line (see page 12). User prompts in Spanish can be selected from the Basic Mailbox menu (see page 13).

Optional Features

Two (2) optional features[1] are available for BASIC Mailbox: RING COUNT CHANGE (see page 14) and VISUAL MESSAGE WAITING INDICATOR/CLASS/FSK (VMWI/FSK)[2] (see page 16).

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[1] Contact your Verizon Business Office for applicable rates.

[2] VMWI/FSK is not available in all areas; a CLASS-capable telephone set or ancillary device is required.

Verizon can upgrade you to a STANDARD Mailbox or ENHANCED Mailbox[1]:

Verizon can upgrade your Voice Mail service to provide more solutions for you. Your Verizon Business Office can provide rates and installation details. Below are some of the valuable standard and optional features available with a mailbox upgrade.

▶ Additional capacity for NEW and SAVED messages.

▶ PERSONAL RECEPTIONIST — "zero-out" feature to enable incoming callers to transfer out to a local or toll-free telephone number of your choice, including local cell phone number.

▶ SEND/REPLY/REDIRECT — use Voice Mail to communicate with other Verizon Voice Mail subscribers in your local calling area. Broadcast addressing is also available!

▶ REMINDER SERVICE — you can use Voice Mail to remind you of important events! One-time, daily and weekly settings. (Unanswered Reminders go into mailbox as a New message.)

▶ PAGER NOTIFICATION — Voice Mail can call your pager number when you receive a message (Urgent-Only setting available).

▶ SPECIAL DELIVERY — Voice Mail can call you at a local number and play New messages to you.

Also available with upgrades...

▶ GROUP MAILBOXES — a group of Verizon Voice Mailboxes on a single line or a multi-line Hunt Group. Great solution for work groups sharing a line/s!

▶ ANNOUNCEMENT-ONLY MAILBOX — announcements only for callers (mailbox does not accept messages). Great for repetitious information, (i.e., hours of operation, schedules, updates, directions to your business, etc.) Includes Personal Receptionist ("zero-out") feature.

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[1] Contact your Verizon Business Office for applicable rates.

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), 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 12.)
▶ Record mailbox Name and Personal Greeting. (See pages 7 and 8.)

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

When you set up your mailbox, Voice Mail will tell you if you
have any New messages. Refer to page 6 for instructions on how
to review your messages.

IMPORTANT: Callers can leave messages in your mailbox before
you set up your mailbox; you will receive interrupted (stutter) dial
tone to indicate a New message is in your mailbox. You must set
up your mailbox before you can listen to your messages.

Whenever You Want to Use Your Basic Mailbox Service

If you call from your business telephone line:

When you pick up your telephone handset, you will hear a *stutter*
dial tone if you have new messages.[1]

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 you have
   activated PASSCODE SUPPRESSION, this step is skipped.

[1] Optional feature, Visual Message Waiting Indicator/CLASS/FSK (a signal to activate
a flashing lamp on CLASS-capable phone sets or adjunct display devices for New
messages in mailbox) is available for customers who want a visual indicator (see
page 16). For more information on this service, call your Verizon representative.
Feature not available in all areas.

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,
   then press [#].

3. Enter your personal Passcode, then press [#] .

NOTES:

1) If you call the Voice Mail access telephone number from outside
   your local 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 on the system. (Not
   applicable for Gateway Greeting for Group Mailboxes.)

How to Listen to Your Messages

1. When you access your BASIC Mailbox, Voice Mail takes you directly to message review. Voice Mail will tell you if you have NEW or SAVED messages in your mailbox, and indicate how many. Voice Mail will then play the New and Saved messages to you.

2. Options below are available <u>during</u> and <u>after</u> message plays:
   ▶ Press ①ₓ to REPEAT the message.
   ▶ Press ② to SAVE the message.
   ▶ Press ③ to ERASE [1] the message.
   ▶ Press # # to SKIP the message <u>before</u> end of message.

NOTE: After a message plays, you must Save ②, Erase[1] ③ or Skip # the message before the next message is played.

3. Options below are available <u>only during</u> message play:
   ▶ Press ④ to play the message at a SLOWER pace.
   ▶ Press ⑤ to play the message at a HIGHER volume.
   ▶ Press ⑥ to play the message at a FASTER pace.
   ▶ Press ⑦ to REWIND the message 5 seconds.
   ▶ Press ⑧ to PAUSE the message 10 seconds.
   ▶ Press ⑨ to FAST-FORWARD the message 5 seconds.
   ▶ Press ⓪ to play the message at a LOWER volume.
   ▶ Press # to GO TO END of message.
   ▶ Press # # to Skip the message and save as New.

4. Options below are available only <u>after</u> message plays:
   ▶ Press ⑥ to repeat the TIME AND DATE STAMP of the message you just reviewed (see page 11).
   ▶ Press # to Skip the message (with no change in status).

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

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 10). 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."*

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.

NOTES:

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

2. 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 personal recording replaces the system default recording of your telephone number.[1]

[1] No revert to system default (telephone number recording) for Recorded Name.

Questions about your Voice Mail?
Please call 1-800-483-2000

Personal Greeting

When you set up your mailbox, you will be prompted to record a PERSONAL GREETING. You can change (re-record) your Personal Greeting at any time.

How to change your Personal 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 ③ to review or change your Personal Greeting. The service will play your current greeting.

4. To keep the current recorded greeting, press ①. To record a new greeting:

   ▶ Press ②. After the tone, record your new greeting (up to 2 minutes).

   ▶ Press any key when finished recording. If you recorded a new greeting, the service will automatically play it back.

5. Press ① to confirm your new Personal Greeting. Press ② to cancel and start over.

Alternate Greeting

In addition to your PERSONAL GREETING and AUTOMATIC GREETING (system default, see page 10), you can choose to record and activate an ALTERNATE GREETING. An Alternate Greeting can accommodate after-hours call answering and non-routine conditions which are better handled with a special greeting.

When you record your Alternate Greeting, you can activate or deactivate it as needed, and change it (re-record) whenever you choose. If your Alternate Greeting is ON, Voice Mail will alert you when you access your mailbox. Simply follow the steps below to toggle your Alternate Greeting OFF if desired. When you toggle your Alternate Greeting OFF, your current Personal Greeting will play to your callers.

How to record and activate 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.

3. Press ④ for Alternate Greeting.

4. Press ②. After the tone, record your new Alternate Greeting (up to 2 minutes).

5. Press any key when finished recording. If you recorded a new greeting, Voice Mail will automatically play it back.

6. Press ① to confirm your new Alternate Greeting. Press ② to cancel and start over, or...

To change (re-record) your Alternate Greeting at any time:
Repeat steps above.

To toggle Alternate Greeting ON or OFF:

1. Follow Steps 1 and 2 above. At Greetings Menu, press ⑤ for Alternate Greeting setting. 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.

NOTE: When you toggle your Alternate Greeting OFF, your current Personal Greeting will play to your callers.

How to Use the Automatic Greeting
(System Default Greeting) After Mailbox Set-Up

When you set up your mailbox, you will be prompted to record a PERSONAL GREETING. However, <u>after</u> you set up your mailbox, you can revert back to the AUTOMATIC GREETING, which is: *"You have reached [your RECORDED NAME[1]], please leave a message at the tone."*

How to activate the Automatic Greeting:

1. At the Main Menu, press $\boxed{4}$ to select PERSONAL OPTIONS. (To reach the Main Menu during message review, press $\boxed{*}$.)

2. Press $\boxed{2}$ for GREETINGS.

3. Press $\boxed{8}$ for Automatic Greeting.

4. Press $\boxed{1}$ to turn the Automatic Greeting ON.

How to reactivate your Personal Greeting:

1. Repeat the process above to toggle the Automatic Greeting OFF. When you turn the Automatic Greeting off, your Personal Greeting will play.

NOTE: You can revert back to the Automatic Greeting at any time. Simply follow the steps above.

---

[1] Recorded Name is part of the Automatic Greeting. Voice Mail plays your telephone number for Recorded Name before you set up your mailbox. However, when you set up your mailbox, you are prompted to do your own recording for Recorded Name. After you set up your mailbox, there is no revert to default telephone number recording for Recorded Name.

Automatic Message Review

When you access your mailbox, Voice Mail will tell you how many NEW and SAVED messages are in your mailbox and will immediately begin playing the messages to you (New messages first).

NOTE: To reach the Main Menu during message review, press $\boxed{*}$.

Time and Date Stamp

When you listen to your New and Saved messages, Voice Mail will first play the TIME AND DATE STAMP information for that message (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 $\boxed{6}$.

How 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 your Passcode.

5. Enter your new private Passcode as a 4- to 8-digit number, then press `#`.

    ▶ Example: To enter the Passcode "9366", press `9` `3` `6` `6` `#`.

    ▶ Voice Mail will repeat your new Passcode.

6. Press `1` to accept your new Passcode, Press `*` to cancel and start over.

Passcode Suppression/Automatic Login

For ease of access, you can access Verizon Voice Mail — from your own telephone line <u>only</u> — without entering your Passcode.

How to turn Passcode Suppression ON or 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. Voice Mail will announce if PASSCODE SUPPRESSION is ON or OFF.

4. Press `2` to change the current setting of Passcode Suppression. Voice Mail will confirm the change.

CAUTION: When you turn ON Passcode Suppression, anyone with access to your telephone line can enter your mailbox and review your messages.

To Select a "Language" Option

Voice Mail uses voice prompts to describe your options. You can choose to listen to these prompts in English, "Expert English" or Spanish.

To set or change your "Language" Option:

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.

NOTE: "Expert English" is a set of abbreviated prompts for more rapid navigation — for users very familiar with their Business Voice Mail service.

Optional Feature[1]

Visual Message Waiting Indicator/CLASS/FSK[1]

VISUAL MESSAGE WAITING INDICATOR/CLASS/FSK (VMWI/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. (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 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.

[1] Optional feature VMWI/FSK can be added at no additional monthly 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.

Prompts Available to Callers When They Forward to Your Mailbox

While callers are listening to your mailbox greeting:

▶ Your callers can press ⌗ at any time to bypass your greeting and receive tone to start recording their message.

NOTE: You can use your PERSONAL GREETING or ALTERNATE GREETING to let callers know how to bypass your greeting. This may 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:

1. They can hang up. (Message is retained.)

2. Or... they can press ⌗ to choose from the following options:

   ▶ 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 Greeting or Alternate Greeting to let callers know how to 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. Greeting 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* ⌗ *to hear your options."*

Questions about your Voice Mail?
Please call 1-800-483-2000

BASIC Mailbox Information

▶ Basic Mailbox has the following capacities:

  ▶ PERSONAL GREETING .... **2-minute maximum**
  ▶ ALTERNATE GREETING .... **2-minute maximum**
  ▶ MESSAGE LENGTH .... **2-minute maximum**
  ▶ MESSAGE RETENTION .... **30-day maximum**[1]
  ▶ Combined NEW and/or SAVED MESSAGE CAPACITY .. **20**

▶ When your mailbox has a total of 20 New and/or Saved messages, Voice Mail will tell callers that your mailbox is "full" and cannot accept additional messages at that time. (Callers cannot leave a message when your mailbox is "full!")

▶ Both New and Saved messages are auto-deleted by Voice Mail after 30 days. When you access your Voice Mail, you will be alerted 2 days prior to deletion of each message.

▶ If you choose to SKIP a message (if you press ▣ while listening to a message) the message will be retained in the same status (i.e., if you Skip a New message, it will remain in your mailbox as a New message; if you Skip a Saved message it will remain in your mailbox as a Saved message).

▶ When you access Voice Mail from a telephone line for another Voice Mail subscriber in your local calling area, you will be prompted first for your Passcode and secondly for your 10-digit telephone number.

▶ Your Passcode:

  ▶ Must be a 4- to 8-digit number and cannot include ▣ or ▣ .
  ▶ Should not begin with ▣ .
  ▶ To ensure your security, Verizon recommends you use a number other than your telephone number for your passcode.

▶ 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 the mailbox assigned to that telephone number, or you can press ▣ ▣ to be prompted to log into another Verizon Voice Mail mailbox within your local calling area. (Not applicable for Gateway Greeting of Group Mailboxes.)

▶ Press ▣ to BACK UP to the previous menu level.

▶ Your Verizon BASIC Mailbox will be periodically unavailable for use during late evening hours for general maintenance. We schedule this maintenance work during lowest usage period to minimize inconvenience to our users.

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[1] Both New and Saved messages are auto-deleted by Voice Mail after 30 days. When you access your Voice Mail, you will be alerted 2 days prior to deletion of each message.

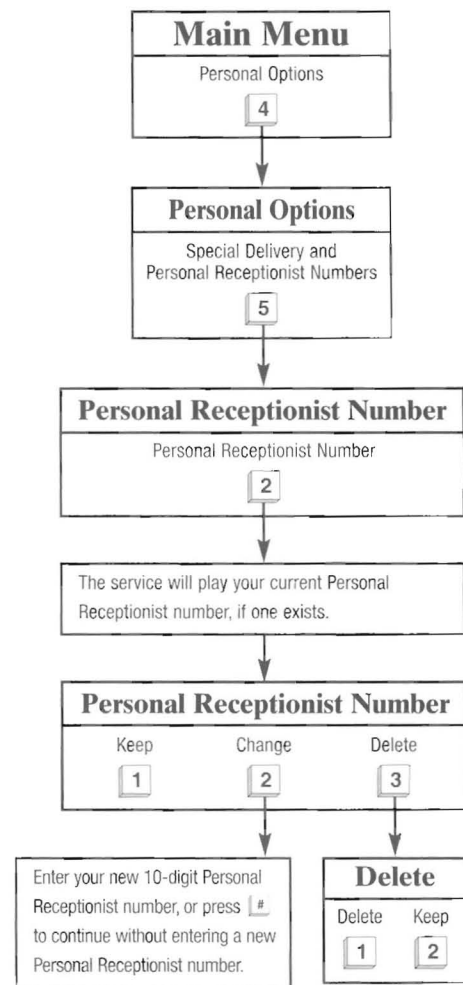## Personal Receptionist [1] (Attendant Transfer)

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.

[1] Callers must press "0" before the tone to transfer to the destination telephone number.

Main Menu
Personal Options
[4]

↓

Personal Options
Special Delivery and
Personal Receptionist Numbers
[5]

↓

Personal Receptionist Number
Personal Receptionist Number
[2]

↓

The service will play your current Personal Receptionist number, if one exists.

↓

Personal Receptionist Number

Keep	Change	Delete
[1]	[2]	[3]

Enter your new 10-digit Personal Receptionist number, or press [#] to continue without entering a new Personal Receptionist number.

Delete

Delete	Keep
[1]	[2]