

A smiling woman with blonde hair, wearing a light blue button-down shirt, is talking on a black corded telephone. She is looking slightly to the right of the camera. The background shows a window with white blinds.

CENTREX MULTIPLE MAILBOX COMPLETE USER GUIDE

NE REGION — BUSINESS

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WHAT ARE CENTREX® MULTIPLE MAILBOXES?

Centrex Multiple Mailboxes from Verizon are great for businesses that need voice mail coverage for individuals or departments without their own personal Centrex line. With Centrex Multiple Mailboxes, a host Centrex line user can allow up to 8 additional individuals or departments to share their voice messaging capabilities.

Each extension can be dialed as a branch off the Centrex telephone number and has an individual password and recorded greeting. The Centrex Multiple Mailbox can hold up to 40 messages of up to 2 minutes in length, which includes new messages in all the individual mailbox extensions from incoming callers and any saved messages. Each extension's messages are completely private and can only be retrieved by using the individually assigned password.

The telephone number will carry a broken dial tone to alert the host that messages are waiting. Since the individuals with mailbox extensions have no similar means for message waiting indication, they will need to check the Voice Messaging Service access number periodically for if any messages.

The owner of the Centrex line, the host, is the person who sets up the Centrex Multiple Mailboxes and records the main greeting. When no one is available to answer the telephone, callers will initially hear the main greeting, such as *"Hello. You have reached ACME Enterprises. We are unable to answer your call at this time. Please listen to the following menu to leave a message and we will return your call as soon as possible."* The Voice Messaging Service system instructions will then explain how the caller can access the mailbox extension for the individual or department they are trying to reach. Callers will hear the recorded person's or department name and the number for that specific mailbox extension. For example:

"If you want ... Ms. Smith, press 1;
if you want ... Mr. Jones, press 2;
if you want ... Accounts Payable, press 3;
if you want ... Mr. Johnson (i.e., the host),
just wait for the tone."

Once a caller chooses a mailbox extension number (1-8), they will hear the individual recorded greeting for that mailbox. If the caller does not choose a mailbox extension number, the message will automatically be placed in the host mailbox.

GETTING STARTED

The first time you use your mailbox, you must “personalize” it using the following steps using a Touch-Tone® telephone:

1. Dial your Access Number.

When calling from a remote telephone you will need to press **#** and dial your mailbox number.¹

2. Dial your starter Password (4 or 7 digits).

3. Create a new Password.

When prompted, enter an easy-to-remember number consisting of 4-10 digits and press the **#** key. Since you MUST remember this Password, the service will recite it back.

- Press **1** to keep.
- Press **2** to cancel and change.

To ensure security, we recommend NOT using:

- Your telephone (or mailbox) number.
- A series of same numbers (e.g., 33333).
- Sequential numbers (e.g., 23456).

4. Record your greeting.

When prompted, record the greetings your callers will hear when you are unavailable for calls and press the **#** key. The service will recite it back.

- Press **1** to keep.
- Press **2** to cancel re-record.

5. Record your name.

When prompted, record your name and press the **#** key. The service will recite it back.

- Press **1** to keep.
- Press **2** to cancel and change.

THE SERVICE IS NOW READY TO TAKE CALLS FOR THE HOST. YOU MUST FOLLOW THE INSTRUCTIONS FOR SETTING UP MULTIPLE MAILBOXES BEFORE THE SERVICE WILL TAKE CALLS FOR OTHER MEMBERS.

¹This method of access is required at all times in some areas.

SET UP CENTREX MULTIPLE MAILBOXES

You must first set up your Centrex Multiple Mailbox as outlined in the “Getting Started” section. After you have personalized your mailbox, you are ready to set up extensions (1-8) so callers can leave private messages for different members of your business. The following illustrates how Centrex Multiple Mailboxes work.

Host’s Recorded Greeting

“Hello, you’ve reached ACME Enterprises. We are unable to take your call at this time. Please listen to the following menu to leave a message and we will return your call as soon as possible.”

System’s Voice Prompt

If you want

Individual’s Recorded Name

“Ms. Smith”

“Mr. Jones”

“Accounts Payable”

“Mr. Johnson”

System’s Voice Prompt

Press 1

Press 2

Press 3

Just wait for the tone.

Individual’s Recorded Name

“Hi, this is Ms. Smith. Please leave a message for me and I’ll call you back as soon as I can.”

“This is John. I can’t get to the phone right now. Please leave a message after the beep.”

“You have reached the Accounts Payable Department. Please leave a message. Thank you”

SET UP MULTIPLE MAILBOX EXTENSIONS

The host must first set up the Voice Messaging Service. Then, the host must set up the extensions for each of the members using the following steps.

Using a Touch-Tone® telephone:

1. Dial your Access Number.
2. Dial your mailbox number
3. Dial the 4-to 10-digit password.
4. To go to the Personal Options Menu, press **3** from the Main Menu.
5. To set up mailbox extensions, press **3** from the Personal Options Menu.
6. Dial the extension number (1-8) you wish to set up. A temporary password is automatically assigned for the extension. The system voice prompt will recite it.
7. Listen to the temporary password and
 - Press **1** to keep.
 - Press **2** to cancel and change.

Be sure to write the password down so you will be able to pass it on to the appropriate person and retain in a secure location to ensure proper administration of Voicemail boxes.

Follow the simple voice instructions to record an extension name and an individual greeting for each mailbox extension added.

RETRIEVING YOUR MESSAGES

Hear new messages using the line associated with the Host mailbox.

Using a Touch-Tone® telephone:

1. Dial your Access Number, then proceed to step 2b below.

Hear new messages from any other telephone line.

Using a Touch-Tone® telephone:

1. Dial your Access Number.
- 2a. To access your mailbox when your call is answered, press **#** key and dial your mailbox number.¹
- 2b. Dial your individually assigned 4- to 10-digit password. The system tells you how many messages you have waiting and/or saved.
3. To hear your messages, press **1** from the Main Menu.
4. At the end of each message:
 - Press **1** to play the message again.
 - Press **2** to save the message.
 - Press **3** to erase the message.
 - Press **4** to reply to another system user's message.
 - Press **5** to forward the message to another system user.
 - Press **#** to skip to the next message.
5. Anytime during the message, you can:
 - Press **6** to go to the end of the message.
 - Press **7** to rewind a few seconds. Repeat to go further back.
 - Press **8** to pause the message for a brief period (press any key to restart.)
 - Press **9** to forward the message a few seconds. Repeat to go further forward.
 - Press **#** to skip to the next message.

¹This method of retrieval is required at all times in some areas.

SENDING MESSAGES

The Sending Messages function allows you to record and send messages to other Voice Messaging subscribers on the system.

Using a Touch-Tone® telephone:

To send a message:

1. Press **2** from the Main Menu.
2. Dial a mailbox number or a group number and press the **#** key.
3. Then press **1** to continue and hear options to re-dial and add mailboxes, if you desire.
4. After the tone, record your message and press the **#** key.
5. After you hear the Send Menu:
 - Press **1** to send your message.
 - Press **2** to record your message.
 - Press **3** to hear your message.
 - Press **4** to choose Delivery Options.
 - Press **5** to continue recording where you left off.
 - Press ***** to cancel sending your message.
6. If you choose Delivery Options:
 - Press **1** for URGENT – Your message is given priority. Urgent messages are heard before all others.
 - Press **2** for PRIVATE – Your messages can be sent only to mailboxes that you select yourself. Private messages cannot be forwarded to anyone.
 - Press **3** for FUTURE – Future delivery allows you to choose a date and a time for messages to be sent. The system allows you to deliver a maximum of 5 messages up to 30 days in advance. The system will prompt you for the month, day, time, a.m. or p.m. of each future message to be delivered.
 - Press **4** for CONFIRM – You will receive a confirmation message when your message has been heard.

¹Not available for all mailbox types.

ERASE MULTIPLE MAILBOX EXTENSIONS

The primary owner of the Centrex line, the host, has the option to erase an extension. **When an extension is erased, that particular mailbox extension and all of its contents (i.e., all messages, the password, recorded name and greeting for that extension) are also erased and CANNOT be recovered.**

Using a Touch-Tone® telephone:

1. Go to the Personal Options Menu, press **3** from the Main Menu.
2. To erase mailbox extensions, press **3** from the Personal Options Menu.
3. Dial the extension number (1-8) you wish to erase.
4. The system voice prompt will tell you that the extension already exists.

To erase the extension mailbox:

- Press **1** to erase the extension (You will hear a confirmation message that the mailbox has been erased.)
 - Press ***** to cancel the request.
5. To erase another extension mailbox, dial another mailbox number.
 6. To exit, press the ***** key.



If you need help using Verizon Voice Mail or have questions about the service, please call **1.800.VERIZON** (1.800.837.4966).