**VOICE MAIL SERVICE INSTRUCTIONS**  
Quick Start Guide

### Initializing Your Voice Mail Service

The first time you use your mailbox, you must “personalize” it by using the following steps: (Voice prompts will guide you)

1. **Locate your Access Number at:**  
   www.verizon.com/support/smallbusiness/index.htm  
   (locate “Voice Mail Access Number” under the Phone section)

2. **Dial your temporary password** (which is either the last 4 or 7 digits of your phone number).

3. **Create a new password.** When prompted, enter an easy-to-remember number consisting of 4 to 10 digits, then press the # key. The service will recite the password to you.
   - **Press 1** to keep the new password
   - **Press 2** to cancel and change it

   **Your new password cannot be:**
   - Your telephone (or mailbox) number (or last four digits of your telephone number).
   - Series of same numbers (e.g., 33333).
   - Sequential numbers (e.g., 23456).

4. **Record your name.** When prompted, record your name, then press the # key. The service will recite your name.
   - **Press 1** to keep the new name.
   - **Press 2** to cancel and change it (See note below).

5. **Record your greeting.** When prompted, you have 30 seconds to record your greeting. When finished recording, press the # key. The service will recite your greeting.
   - **Press 1** to keep the new greeting.
   - **Press 2** to cancel and re-record it.

   **Your voice mail is now customized and ready to take calls**

**Note:** For Business Voice Mail Service in DC, DE, MD, NJ, PA and VA, steps 4 and 5 are reversed.

### Retrieving Your Voice Mail Messages

1. **Dial your Access Number.** When your call is answered, the service will recite your name as you recorded it.

2. **Dial your 4 to 10 digit password** (Note: Customers in CA, FL and TX must hit # after password entry). The system tells you how many messages you have waiting and/or saved.

3. **To hear your messages, press 1 from the Main Menu.**

When the message ends:
   - **Press 1** to play the message again.
   - **Press 2** to save the message.
   - **Press 3** to erase the message.
   - **Press 4** to reply to the message sender.
   - **Press 5** to forward a copy of the message and include your comments.

**Anytime during the message, you can:**
   - **Press 6** to go to the end of the message (not available in DC, DE, MD, NJ, PA and VA).
   - **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 a few seconds. Repeat to go further forward.
   - **Press #** to skip to the next message at any time. (Skip option is not available in NY/CT, MA, RI).

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