Business Digital Voice

Voicemail 101
Business Digital Voice gives you the power to control your features 24/7 from the convenience of your computer.

There are 2 powerful web portals for managing your Business Digital Voice features:

**My Account**

**Businessdigital.verizon.com**

My Account is the admin portal. This is where business owners or other designated admins can control everyone's Business Digital Voice Features.

You received an email before your Business Digital Voice installation containing an alphanumeric username and temporary password. Those credentials get you into this portal!

(Don't worry, we'll go over how to find that email on the next page)

**My Phone**

**Businessdigital.verizon.com/MyPhone**

My Phone is the end user portal. This is where each individual user can go and setup their own features, such as call waiting or call forwarding. There is also visual voicemail in this portal!

The admin has to grant access for an end user to have My Phone access. This also grants voicemail access.

**Okay, what do these portals have to do with voicemail?**

Because Business Digital Voice puts the power in your hands, the admin has to go into the My Account portal and give access to the end user to have voicemail.
Step 1: Initial My Account Login

A: Find your My Account Username

Find the email sent to you with your username. The email came from Verizon.business.digital.voice.com. It contains an alphanumeric username.

You can change your username by following the instructions found on verizon.com/bizdigitalvoice support.

B: Find your My Account Password

Find the email sent to you with a temporary password from Verizon.business.digital.voice.com. You would of received it around the same time as the username email.

C: Login to your My Account portal

- In your web browser go to: businessdigital.verizon.com
- Enter in the user name and temporary password from the emails in steps A & B (username and password are case sensitive)
- You will be required to change your password.
Step 2: Navigate to the My Site Dashboard

After you login to businessdigital.verizon.com in step 1 you are now in your My Account portal! Follow the steps below to assign voicemail to telephone numbers.

A

Click “My Site”

1

Click your site name

2

B

The My Site page will take a moment to load

Welcome to My Site

Your dashboard to manage the Verizon Business Digital Voice service

Choose from the quick links below or click on the tabs above to manage your service

- Add/Modify Users
- Set Up Auto Attendant
- Share a Line
- Set Business Hours

- Reset User Password
- Set Up Hunt Group
- Monitor a Line
- Set/Change Call Policy for Site

- Set Business Continuity
- Manage Voicemail/Admin Portal
- Check Phone Status
- Set/Change Call Policy for a User
Step 3: Selecting a telephone number to give voicemail to

A- Click Phone Assignment from the My Site dashboard in step 2

B- Double click on the telephone number you want to setup voicemail
Step 4: Giving voicemail access

After you double click on a telephone number highlighted in step 3, this pop up will appear

1. Click “User Info”

2. Enter a username for the My Phone account
   Enter an email address

3. Click “Save” then click “Close”

You will receive an email within 15 minutes with your temporary voicemail password
Step 5: Getting into your voice mailbox

Accessing your voicemail from your own Business Digital Voice phone

A. Dial your voicemail access telephone number (10 digits) or extension or press the mail button on your Polycom phone

B. Enter your temporary password from step 4 when prompted

C. Follow prompts to change password

Accessing your voicemail from another Business Digital Voice phone on your account

A. Dial your voicemail access telephone number (10 digits) or extension or press the mail button on your Polycom phone

B. When prompted for the password, press *

C. Enter your Business Digital Voice telephone number (10 digits) or extension (Your extension is your mailbox ID)

D. Follow prompts to change password

Accessing your voicemail from a cell phone or landline

A. Dial your voicemail access telephone number (10 digits)

B. When prompted for the password, press *

C. Enter your Business Digital Voice telephone number (10 digits) or extension (Your extension is your mailbox ID)

D. Follow prompts to change password
Press 1 to Access Voice Mailbox

Option 1 ➤ Check your messages
Option 2 ➤ Change Busy Greeting
Option 3 ➤ Change No Answer Greeting
Option 4 ➤ Change Extended Away Greeting
Option 5 ➤ Compose new message
Option 8 ➤ Change Message Deposit settings
Option * ➤ Return to Previous Menu
Option # ➤ Repeat Menu

Press 3 to Record a Greeting (Name Only)

Option 1 ➤ Record your name
Option * ➤ Return to previous menu
Option # ➤ Repeat menu

Press 4 to Configure Call Forward Always

Option 1 ➤ Activate Call Forwarding
Option 2 ➤ Deactivate Call Forwarding
Option 3 ➤ Change forwarding destination
Option 4 ➤ Listen to forwarding status
--Also plays current destination
Option * ➤ Return to Previous Menu
Option # ➤ Repeat Menu

Press 5 to Record a New Announcement

Option 1 ➤ Record an Audio Announcement
Option * ➤ Return to previous menu
Option # ➤ Repeat menu

Press 6 to Place a New Call

Enter destination number
Press ## to return to Voice Portal
# Return to previous menu

Press 8 to Change VM Passcode

Enter new passcode and press #
* Return to previous menu

Press 9 to Exit Voice Portal

Line disconnects immediately

Press 8 to Change VM Passcode

Enter new passcode and press #
* Return to previous menu

Press 9 to Exit Voice Portal

Line disconnects immediately

[2,3] Change Greetings
Press 1 to Record a new greeting
Press 2 to Play current greeting
Press 3 to Reset to default system greeting
Press * to Return to Previous Menu

[4] Extended Away Greeting
Press 1 to Activate
Press 2 to Deactivate
Press 3 to Record new EA greeting
Press 4 to Play current EA greeting
Press * to Return to Previous Menu

[8] Message Deposit
Press 1 to Enable Message Deposit
Press 2 to Disable Message Deposit
1. Disconnect after greeting
2. Forward after greeting
3. Change forwarding destination
Press 3 to Listen to current status
Press * to Return to Previous Menu

After-Message Options
Press # to Save message
Press 7 to Erase message
Press 2 to Repeat message
Press 5 to Play message envelope (date, telephone number)
Press 8 to Call the number that left message
Press 9 for Additional options
 Press 1 to Reply to messages
Press 2 to Forward messages
Press * to Return to Previous Menu