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).

See full user guides at: verizon.com/guides.