



# 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#](http://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](http://verizon.com/guides).**

My Access number: \_\_\_\_\_

My Password: \_\_\_\_\_

For more information visit [verizon.com/guides](http://verizon.com/guides)  
Follow the links under Business Services to User Guides  
Or call **1.800.837.4966**

