

Frequently Asked Questions About Your Voice Mail Upgrade

How will the upgrade affect me?

For Mid-Atlantic customers: The settings and messages in your old mailbox will not be moved to your new mailbox. You'll have to set up your new mailbox which includes recording a new greeting, creating a permanent passcode, setting up mailbox extensions, recreating Group Lists, and programming features like Wakeup Call and Reminder Call. The voicemail IVR system will prompt you through each step.

For New England Customers: You will be notified after the voicemail upgrade. All new messages will be deposited in your new mailbox. The messages and greetings from your old mailbox will be transferred to the new mailbox and your passcode will be retained. Please note that the menu items may change slightly from the previous menu.

1. For Mid-Atlantic customers: You'll receive a message in your existing voicemail mailbox before the upgrade.
2. Until further notice, you'll continue to call the same system access number to reach your voicemail messages.
3. You'll receive a voice message in your new mailbox once the upgrade has been completed.
4. For Mid-Atlantic customers: At that time, your new mailbox number will be your 10-digit telephone number. The first time you access your new mailbox, you'll enter a temporary passcode that is the last four digits of your telephone number. To maximize the security of your new mailbox, when you establish your new passcode, you'll be unable to use any portion of your phone number, repeating digits like 2222 or sequential numbers like 1234.
5. For Mid-Atlantic customers: Your old mailbox will remain active for 30 days after the upgrade. After that time the mailbox will be deleted.
6. For Mid-Atlantic customers: To access your old mailbox after the upgrade, press from the main menu of your new mailbox. You will have to enter your 10-digit mailbox number and passcode for your old mailbox. Messages will be available until they are deleted following the normal schedule. To return to your new mailbox you will need to hang up and redial your regular access number.
7. Verizon cannot save or access your old messages. If you have an important message or greeting you would like to permanently save, you can contact CBW Productions, a third-party vendor specializing in voice mail recordings. Call 1.800.770.8046 or visit cbwproductions.com.

What's new and improved?

- You'll hear a new voice for system prompts. You'll be able to choose between a male or female voice and whether you want full prompts or abbreviated 'quick' prompts. From the main menu press [4], [1], [3], [1] (English) or [2] (Spanish), then follow the prompts.
- Messages are not deleted until you hang up. If you accidentally delete a message during playback, you can hear or save messages again before exiting your mailbox.
- You'll be able to reactivate expired messages by pressing [7] after listening to the expired message. This will also turn your Message Waiting Indicator back on.
- When you send a voicemail message, you'll have the option to be notified if the message can't be delivered, for example if the mailbox is full. After you record your message, press [4] for delivery options.
- End of Recording Warning Tones. When callers leave messages they'll receive a warning tone 20 seconds before the end of the recording time. When using reminder and wake-up calls or when you send messages to other mailboxes the same warning tone will be played.
- You can increase or decrease the speed and volume of the message playback while listening to messages.



Frequently Asked Questions About Your Voice Mail Upgrade (continued)

How does my new Voicemail work?

You may notice some changes with how your mailbox works.

1. For Multiple Mailboxes and OnePoint Voice Mail, the host mailbox and extension mailboxes have mailbox identifiers. The host is identified as 0 and the extensions are 1 through 8. If you have activated mailbox extensions, when you access your mailbox, you will be prompted for your mailbox identifier before you enter your passcode.
2. If you use mailbox messaging, you'll be unable to send messages to other Verizon customers in your area until they have also moved to this new system.
To send a message between the main/base mailbox and extensions or to a mailbox extension of another customer's mailbox, enter the mailbox number plus the extension number (e.g., 212-55512341 for extension 1).
3. Wake-up calls can now be set for weekdays or weekends in addition to different schedules for individual days. Wake up calls will be system generated; you will not be able to record your own message. You can still use the Reminder Call feature if you prefer to record your own message.
4. Reminder calls have been expanded to allow one-time, daily, weekdays, weekends, or specific days of the week and can be set for up to one year in advance.
5. The retry schedule for Wakeup Call, Reminder Call, and Outcall Notification will be 3 retries every 15 minutes.
6. Extended Absence Greeting, which allows you to record a temporary greeting that callers *must hear*, is now also available for the extensions of OnePoint Voice Mail.
7. If you skip a message during message playback by pressing [#], your message waiting indicator [interrupted dial tone and/or phone lamp] will remain on. You must either save or delete the message to turn off the message waiting indicator.

User Guides for OnePoint Voice Mail

[English \(pdf\)](#)

[Spanish \(pdf\)](#)