

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](https://www.verizon.com/bizdigitalvoice/support)

B: Find your My Account Password

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

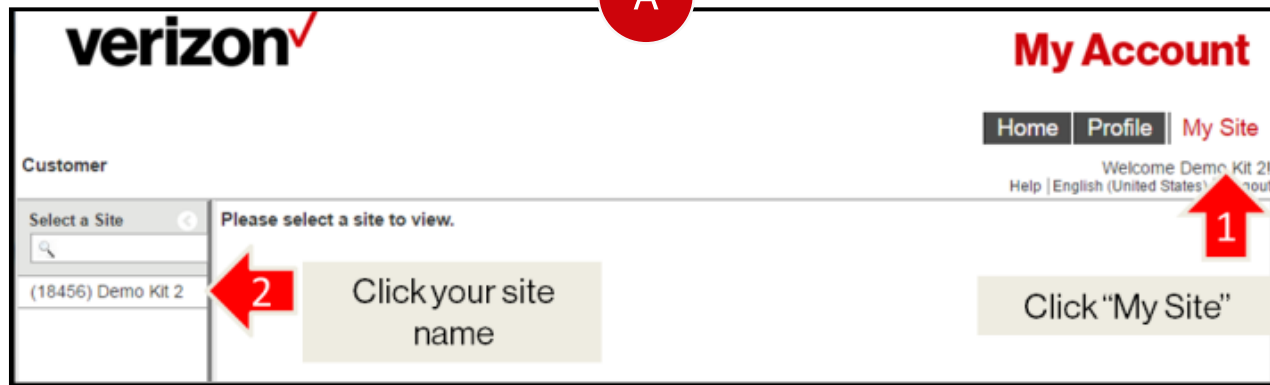
C: Login to your My Account portal

- 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.

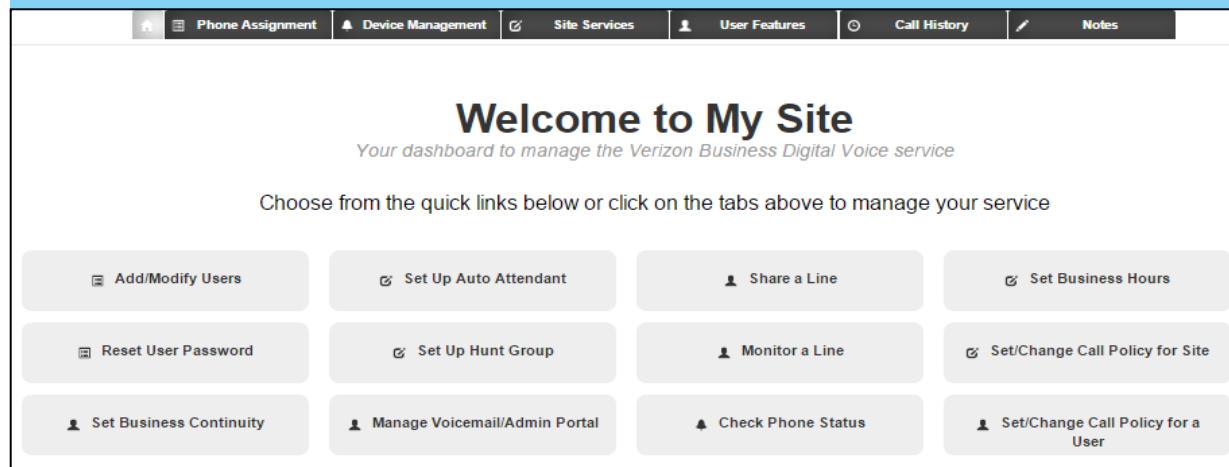
A



The screenshot shows the Verizon My Account portal. At the top left is the Verizon logo. At the top right is the text "My Account". Below this are navigation tabs: "Home", "Profile", and "My Site". A red arrow labeled "1" points to the "My Site" tab. On the left side, under the heading "Customer", there is a "Select a Site" dropdown menu. A red arrow labeled "2" points to the dropdown menu, which contains the option "(18456) Demo Kit 2". A callout box with the text "Click your site name" points to this option. Another callout box with the text "Click 'My Site'" points to the "My Site" tab.

B

The My Site page will take a moment to load



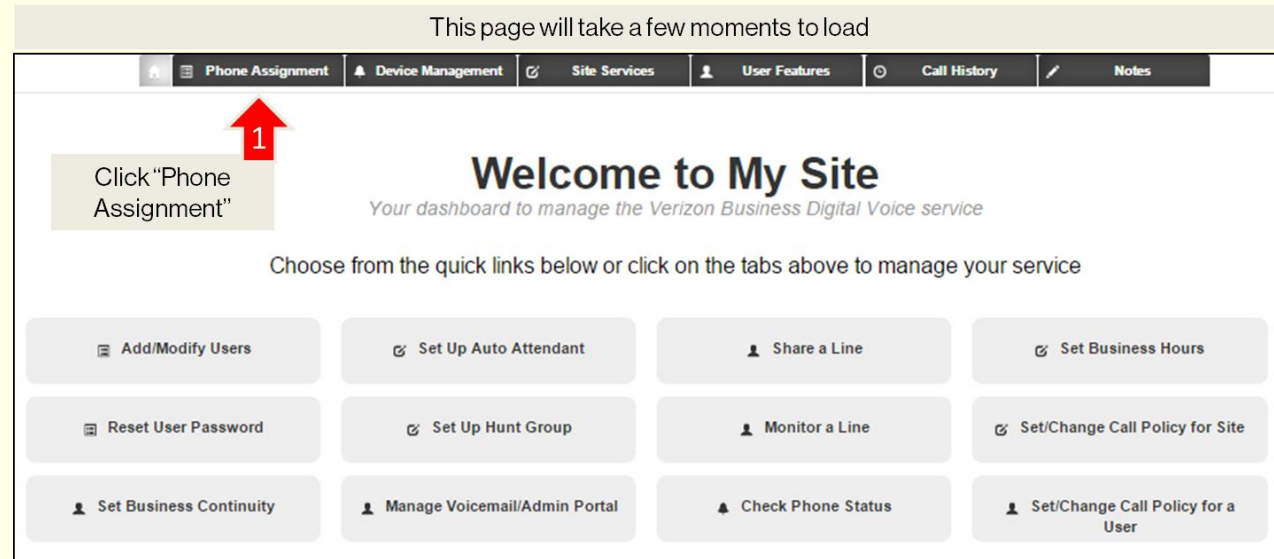
The screenshot shows the Verizon My Site dashboard. At the top is a navigation bar with tabs: "Phone Assignment", "Device Management", "Site Services", "User Features", "Call History", and "Notes". Below the navigation bar is the heading "Welcome to My Site" with the subtitle "Your dashboard to manage the Verizon Business Digital Voice service". Below this is the text "Choose from the quick links below or click on the tabs above to manage your service". There are twelve quick link buttons arranged in a 3x4 grid:

- 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

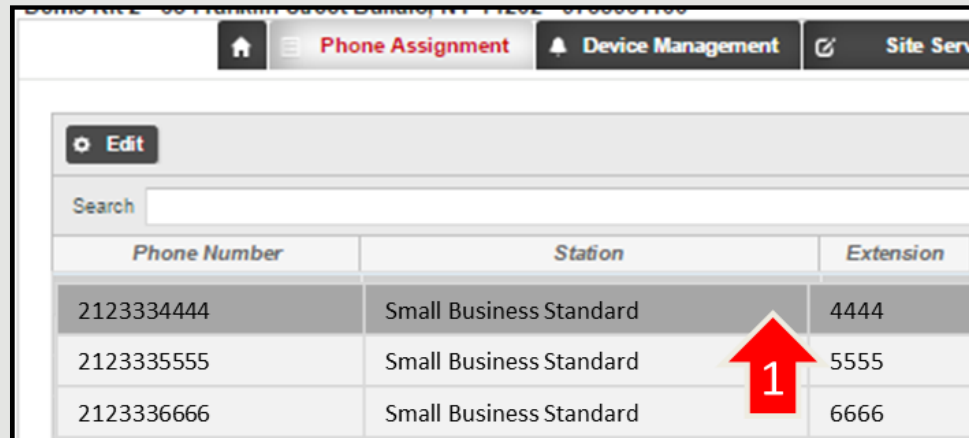
A- Click Phone Assignment from the My Site dashboard in step 2

This page will take a few moments to load



The screenshot shows the My Site dashboard with a navigation bar at the top containing 'Phone Assignment', 'Device Management', 'Site Services', 'User Features', 'Call History', and 'Notes'. The 'Phone Assignment' tab is highlighted with a red arrow and the number '1'. Below the navigation bar, the text 'Welcome to My Site' is displayed, followed by the subtitle 'Your dashboard to manage the Verizon Business Digital Voice service'. A message says 'Choose from the quick links below or click on the tabs above to manage your service'. There are several quick link buttons, including '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', and 'Set/Change Call Policy for a User'.

B- Double click on the telephone number you want to setup voicemail



The screenshot shows a table with the following data:

Phone Number	Station	Extension
2123334444	Small Business Standard	4444
2123335555	Small Business Standard	5555
2123336666	Small Business Standard	6666

A red arrow with the number '1' points to the first row of the table.

Step 4: Giving voicemail access

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

Station, Device And User Assignment

Showing Assignment settings for

Phone Number:
9733981375

Device:
Polycom VVX 400

Full Name:
Sal's Pizza

Station:
Small Business Standard

1 Click "User Info"

Station Phone And Model Assignment User Info

Create/Edit User Info

End User Info

First Name:
-

Last Name:
2123334444

Caller ID Number:
9733981100

Extension:
4444

MyPhone User Info

User ID:
SalPizzeria

Email:
SalPizza@yahoo.com

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

Reset Voicemail Password Delete MyPhone User Reset MyPhone Password Save

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

Opt 2
Opt 3

Opt 4

Opt 8

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

[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