



Verizon Business National Unified Messaging Service – Standard User Guide

What is Unified Messaging?

Verizon Business' National Unified Messaging Service is an interactive voicemail system providing business customers with the ability to access and manage messages via phone or Internet. Unified Messaging allows the retrieval of voice messages and, for selected offerings, fax messages from a single mailbox that is accessible from a variety of devices – computer, landline, or cellular phone. You can receive e-mail notifications of a voice message, and for selected offerings, receive a copy of the voicemail as an email attachment allowing you to directly listen to voice messages from your computer. In addition, you can receive notification of a new message on a cell phone, pager, or via message waiting indicator (where available) or outcall notification to your telephone. Unified Messaging can forward voice messages to other Unified Messaging users in the same organization within multiple nationwide geographic locations of their business regardless of the technology used (i.e., POTS service, PBX).

Unified Messaging will answer your telephone calls when you are busy by greeting callers and allowing them to leave a voice message. By pressing 0 instead of leaving a message, callers also have the option of sending a pager message. If needed, Unified Messaging can immediately forward all of your calls to another telephone number. The messages left in your voice mailbox can be accessed at any time using a touchtone telephone or web browser.

Voice Mailbox Access

The first time you access Unified Messaging, you are required to conduct an initial setup that includes entering a temporary security PIN for the voice mailbox, recording your name, and recording a greeting. Your temporary PIN is the last four digits of your telephone number.

For extension mailbox users (an extension mailbox provides voicemail to one telephone number that is shared by up to nine people), the PINs are the last four digits of your number PLUS an additional digit of 1-9. For example: For telephone number (123) 456-7890 with three mailboxes, the default PINs would be as follows:

Mailbox 1 PIN=78901
Mailbox 2 PIN=78902
Mailbox 3 PIN=78903

Note: The recording of your name is automatically attached to the messages you leave in the voice mailboxes of others within your organization.

Two Simple Ways to Access Your Voicemail

1. Dial the toll-free access number in your Welcome Letter.
2. Follow the voice prompts to access your mailbox.

or

1. Dial your own phone number.
2. When your greeting begins, interrupt it by pressing *.
3. Enter your voicemail PIN.

Main Menu

Every time you access voicemail, you will be notified of how many new and saved messages are in your mailbox. Next, you will hear the Main Menu options.

Main Menu		
1 Retrieve Messages	2 Send Messages	3 Select and Record Greetings
4 Change Mailbox Options	5	6
7	8	9
* Control Menu	0 Help	#

Unified Messaging provides the following options:

- To retrieve your messages, press 1.
- To send a message, press 2.
- To work with your greetings, press 3.
- To change your mailbox options, press 4.



For extension mailbox users: To quickly switch between your extension mailboxes, press *7 at the Main Menu and follow the prompts. You will be asked to enter the telephone number and pin of the account you are trying to access.

Tip: To learn how many messages you have, press 5 at the Main Menu.

Listening to Your Messages

To listen to your messages, press 1 at the Main Menu.

Message Menu		
1 Listen to Messages	2 Save Messages	3 Delete Messages
4 Reply to Messages	5 Forward Messages	6
7 Listen to End of Message	8 Message Header	9 Access Deleted Messages
* Control Menu	0 Help	# Next Message

Your voice mailbox messages will play, starting with new messages first, followed by any saved messages (messages that you have listened to and have saved rather than deleted). With both new and saved messages, you will hear the Urgent messages before you hear the Normal priority messages.

Tip: While a message is playing, you can press 1 to restart, 7 to skip back, 9 to skip forward, or you can press # to stop.

When a message has finished playing, Unified Messaging provides the following options:

- To move to the next message, press #.
- To listen to the message from the beginning, press 1.
- To save the message, press 2.
- To delete the message, press 3.
- To reply to the message, press 4.
- To forward this message to another mailbox, press 5.
- To hear the end of the message again, press 7.
- To hear when the message was sent, press 8.
- To access your deleted messages, press 9.
- For help, press 0.
- For control menu, press *.
- To go to the next message, press #.

After listening to a message, use the Message Menu to determine what happens next. For example, press 1 to listen to the message again or press # to move to the next message.

Saving a Message

A new message is kept in your voice mailbox for 14 days for a 15-message capacity box or 30 days for larger message capacity boxes, so you will need to regularly access your voicemail box. When you have fully listened to a message, it automatically becomes a saved message. If you don't want to fully listen to a message but still want to save it, press 2 at the Message Menu.

Tip: Saved messages are also automatically deleted after 14 days for a

15-message capacity box or 30 days for larger message capacity boxes. If you want to keep a saved message for longer, you will have to access the message at a later time and resave it.

Deleting a Message

If you don't want to keep a message after you have listened to it, you should delete it. To delete a message, press 3 at the Message Menu.

Deleted Message Menu		
1 Listen to Messages	2 Undelete Message	3
4	5	6
7 Listen to End of Message	8 Message Header	9 New and Saved Messages
* Control Menu	0 Help	# Next Message

Undeleting a Message

If you delete a message by mistake, press 9 at the Message Menu to access the deleted message you have deleted during the call. The first deleted message will be played to you.

Once completed, Unified Messaging provides the following options:

- To move to the next message, press #.
- To listen to the message from the start, press 1.
- To undelete the message, press 2.
- To hear the end of the message again, press 7.
- To hear when the message was sent, press 8.
- To return to your new and saved messages, press 9.

Tip: While a deleted message is playing, you can press 1 to restart, 7 to skip back, 9 to skip forward, or you can press # to stop.

When you have listened to a deleted message, use the Deleted Message Menu to determine what happens next. For example, press 2 to undelete the message or press 9 to return to your new and saved messages. If you do not undelete a message, it will be deleted when you end your call.

Tip: When you undelete a message, it becomes a saved message.

Replying to a Message

If the person who left you a message also has a Unified Messaging voice mailbox, you can send a reply. To reply to a message, press 4 at the Message Menu (see Listening to Your Messages for Message Menu options).

If your reply is important, you can mark it as urgent by pressing 5. If you want to prevent the recipient from being able to forward the reply to others, you can mark it as private by pressing 6.

Forwarding a Message

You can forward a message to anyone in your organization with a Unified Messaging voice mailbox. To forward a message, press 5 at the Message Menu.

You will be instructed to address the message by entering the recipient's telephone number. To send the message to a single voice mailbox, enter



the voice mailbox (telephone) number. To send the message to multiple voice mailboxes, enter the Distribution List number. See page 4 for more information about Distribution Lists.

Before the message is sent, you are given an opportunity to add your own message before or after the original message. If your message is important, you can mark it as urgent by pressing 9. If you want to prevent the recipient(s) from being able to forward the message to others, you can mark it as private by pressing 8.

Sending a Message

To create a new message and send it to anyone in your organization with a Unified Messaging mailbox, press 2 at the Main Menu. You will be instructed to record your message.

Send Message Menu		
1 Listen to Messages	2 Undelete Message	3 Re-record Message
4 Add Comment to Start	5 Change Addressee	6 Add Comment to End
7 Cancel	8 Mark Private	9 Mark Urgent
* Control Menu	0 Help	#

Next, you will be instructed to address the message by entering the recipient's telephone number. To send the message to a single voice mailbox, enter the voice mailbox (telephone) number. To send the message to multiple voice mailboxes, enter the Distribution List number. See page 4 for more information about Distribution Lists.

Once you have recorded your message, Unified Messaging provides the following options:

- To listen to the message before sending, press 1.
- To send message now, press 2.
- To record message again, press 3.
- To add a comment to the beginning of the message, press 4.
- To change addressee, press 5.
- To add a comment to the end of the message, press 6.
- To cancel the message, press 7.
- To prevent the message from being forwarded, press 8.
- To set the message priority to urgent, press 9.
- For help, press 0.
- For other options, press *.

Selecting and Recording Your Greetings

When a caller reaches your Unified Messaging voice mailbox, they are greeted by one of five different greetings. To record and/or activate these greetings, press 3 at the Main Menu. At the Main Menu, you are given the currently active greeting.

Unified Messaging provides the following options:

- To select your "In the Office and Available" greeting, press 1.
- To select your "In the Office and Not Available" greeting, press 2.

- To select the "Not Accepting Messages" greeting, press 3.
- To select the "System" greeting, press 4.
- To change your "Recorded Name," press 5.
- To select your "Busy" greeting, press 6.
- To return, press 7.

Greeting Menu		
1 Available Greeting	2 Not Available Greeting	3 Not Accepting Messages Greeting
4 System Default Greeting	5 Change Recorded Name	6 Busy Greeting
7 Return	8	9
* Control Menu	0 Help	#

Selecting a Greeting

If you select either of your "In the Office" greetings as your current, active greeting, callers are able to leave you a message once they have listened to the greeting. If you select the "Not Accepting Messages" greeting as your current, active greeting, callers can listen to the greeting but are not able to leave you a message.

Note: The "Busy" greeting is only played if you are on the phone and have recorded a "Busy" greeting. There is no system "Busy" greeting.

Recording Greetings

You will need to record the "In the Office" greetings and the "Busy" greeting. You can re-record them as many times as you wish. When you choose these greetings from the Greetings Menu, you are given the choice of re-recording the greeting or listening to the current recording.

What you say is up to you, but, at a minimum, you should tell callers: who you are, how to contact another person, and how to leave a message for you. Try something like the following:

- "In the Office and Available" greeting:
Hello, this is David Jones. I'm available and working at the office, but I can't take your call right now. Press 0 to be transferred, or leave a message after the tone and I'll return your call within two business hours. If you want to listen to your message, press # when you have finished speaking.
- "In the Office but Not Available" greeting:
Hello, this is David Jones. I'm working at the office, but I am unable to take any calls. Press 0 to be transferred or leave a message after the tone. If you want to listen to your message, press # when you have finished speaking.
- "Busy" greeting:
Hello, this is David Jones. I'm busy on the phone right now. Press 0 to be transferred or leave a message after the tone. If you want to listen to your message, press # when you have finished speaking.

Note: You cannot record the "Not Accepting Messages" greeting. If you select this greeting as your current, active greeting, callers will hear the following: The party you have called <Recorded Name> is not accepting messages at this time. You will now be disconnected. Goodbye.



Recording Your Name

By pressing 5, the Greetings Menu also enables you to re-record (and listen to) your name. The recording of your name is automatically attached to the messages you leave in the voice mailboxes of others.

Changing Your Voice Mailbox Options

You can change a number of mailbox options by pressing 4 at the Main Menu.

Mailbox Options Menu		
1 Change PIN	2 Find-Me Follow-Me Options	3 Toggle Message Headers On/Off
4 Toggle PIN Security On/Off	5 Work With Distribution Lists	6 On/Off Expert Prompts
7 Return	8	9
* Control Menu	0 Help	#

Unified Messaging provides the following options:

- To change your PIN, press 1.
- To change your Find Me/Follow Me options, press 2.
- Message Headers are Off. To turn On Message Headers, press 3.
- To work with your Distribution Lists, press 5.
- To turn On/Off expert prompts, press 6.
- To return, press 7.

Changing Your PIN

To change your voice mailbox PIN, press 1 at the Mailbox Options Menu. The PIN must be a minimum of four digits and a maximum of eight digits.

Message Headers

An optional Message Header can be played before you listen to each message. The message header includes information about who sent the message and when. Message Headers can be turned On and Off by pressing 3 at the Mailbox Options Menu.

Tip: Even when Message Headers are not played, you can still access the Message Header by pressing 8 at the Message Menu.

Changing Your Contact Options

To change your Contact Options, press 2 at the Mailbox Options Menu.

Contact Options Menu		
1 Change 1st Find-Me Number	2 Change 2nd Find-Me Number	3 Change 3rd Find-Me Number
4 Toggle Find-Me	5	6
7 Return	8	9
* Control Menu	0 Help	#

Unified Messaging provides the following options:

- To change your Find-Me number, press 1.
- To change your second Find-Me number, press 2.
- To change your third Find-Me number, press 3.
- Find-Me is Off. To turn Find-Me On, press 4.
- To return, press 7.

When Unified Messaging answers your calls, it can immediately transfer the call to a different number, or give the caller different contact options instead of an immediate transfer. Find Me/Follow Me can be turned On and Off by pressing 4 at the Contact Options Menu.

When Find-Me is turned On, callers are automatically routed to your configured contact options. When Find Me is turned Off, callers can also be routed to your contact options by pressing 0 if instructed by your “In the Office and Available” greeting. This configuration allows the caller to choose whether they want to be routed by pressing 0 or if they want to leave a message after the tone.

When Unified Messaging transfers your calls, the first telephone number it tries is Find-Me Number 1. If the call to this number is unsuccessful for any reason, it tries Find-Me Number 2. If this is unsuccessful, it tries Find-Me Number 3. To specify or change your Find-Me Numbers, press 1, 2, or 3 at the Find Me/Follow Me Options Menu.

Distribution Lists

To be able to send the same voice message to multiple mailboxes within your organization, you need to create a Distribution List. Each Distribution List has a numeric ID (for example, 1).

Distribution Lists Menu		
1 Review All Lists	2 Create New Lists	3 Delete List
4 Change List	5	6
7 Return	8	9
* Control Menu	0 Help	#

To work with your Distribution Lists, press 4 at the Main Menu then 5 at the Voice Mailbox Options Menu.

Unified Messaging provides the following options:

- To review your Distribution Lists, press 1.
- To create a new list, press 2.
- To delete a list, press 3.
- To work with one of your lists, press 4.
- To return, press 7.

Reviewing Your Distribution Lists

To review your Distribution Lists, press 1 at the Distribution Lists Menu.

Creating a new Distribution List

To create a new Distribution List, press 2 at the Distribution Lists Menu.



Deleting a Distribution List

To delete a Distribution List, press 3 at the Distribution Lists Menu.

Changing a Distribution List

To add and delete Distribution List members, press 4 at the Distribution Lists Menu.

More Hints and Tips

Most Unified Messaging menus are self-explanatory. However, if you require further assistance, additional help can be accessed by pressing the 0 (Help) key. If you want to return to the previous menu, then press the 7 (Return) key.

Once you are familiar with Unified Messaging, you can use a sequence of key presses to navigate through the menus without having to listen to the prompts. For example, to create a new Distribution List, press 4, then 5, then 2.

Accessing the Control Menu

At any point, you can access the Control Menu by pressing the * key. The Control Menu is similar to the Main Menu in that whatever you are doing, you can easily start again.

Control Menu		
1 Access Messages	2 Send Message	3 Select and Record Greetings
4 Change Mailbox Options	5 Number of Messages in Mailbox	6 Disconnect
7 Cancel	8 Pause	9 Access Deleted Messages
* Control Menu	0 Help	# Continue

Whenever you press the * key, Unified Messaging provides the following options:

- To retrieve your messages, press 1.
- To send a message, press 2.
- To select or record greetings, press 3.
- To change your mailbox options, press 4.
- For recap, press 5.
- To disconnect, press 6.
- To cancel what you were doing, press 7.
- To pause, press 8.
- To access your deleted messages, press 9.
- For help, press 0.
- To go to the main menu, press *.
- To continue what you were doing, press #.

Tip: If you access the Control Menu and decide you want to continue with what you were doing (or accessed the Control Menu by mistake), press the # key.

The Control Menu can be used to cancel what you were doing and pause the Unified Messaging prompts.

Canceling What You Are Doing

To cancel what you are doing, access the Control Menu and press 7.

Pausing Prompts

If you are listening to a menu and someone needs to talk to you, you can pause the prompts by pressing 8 at the Control Menu. When you are ready to continue with the menu, press the # key.

Caller Options

When Unified Messaging answers your calls, it provides your recorded greeting and allows callers to leave a message. For example:

- Hello, this is David Jones. I'm available and working at the office, but I can't take your call right now. Press 0 for other ways to contact me, or leave a message after the tone and I'll return your call within two business hours. If you want to listen to your message, press # when you have finished speaking.

Leaving a Message

If the caller records a message and then hangs up, the message is left in your voice mailbox.

Caller Message Menu		
1 Listen to Messages	2 Leave Message	3 Cancel Message
4 Re-Record Message	5 Urgent or Normal Toggle	6 Private or Normal Toggle
7	8	9
* Control Menu	0 Help	#

If the caller presses # after recording their message, Unified Messaging provides the following options:

- To listen to your message, press 1.
- To leave the message, press 2.
- To cancel the message and listen to the greeting again, press 3.
- To record the message again, press 4.
- To set the message priority to urgent, press 5.
- To prevent the message from being forwarded, press 6.
- For other contact options, press 0.

The caller is now able to leave their message in your voice mailbox (by pressing 2). Optionally, the caller can listen to their message (by pressing 1), re-record their message (by pressing 4), or cancel their message and return to the greeting (by pressing 3).

If the message is important, the caller can mark the message as urgent before they leave it in your voice mailbox (by pressing 5). If they want to prevent you from being able to forward the message to others, they can mark it as private (by pressing 6).

Note: If the caller hangs up without canceling the message (by pressing 3), then the message is still left in your voice mailbox.



Caller Contact Options

If instead of leaving a message, the caller presses 0. Unified Messaging provides the following options:

- To page the person you are calling, press 1.
- To try to reach the person you are calling, press 2.
- To return to the greeting, press 3.
- To reach an attendant, press 0.
- To log on, press *.

1 Send Pager Message	2 Transfer to Find-Me Number	3 Return to Greeting
4	5	6
7	8	9
* Control Menu	0 Attendant	#

Callers can use this menu to send you a pager message or to request a transfer to your Find-Me Number(s).

Tip: To set up or change your attendant number, you must access your voicemail account via the web: <http://verizonbusiness.com/myvoicemail> Click the Find-Me Tab and enter operator number.

Sending a Pager Message

Callers can press 1 if they want to send a message to your pager. The caller is able to send:

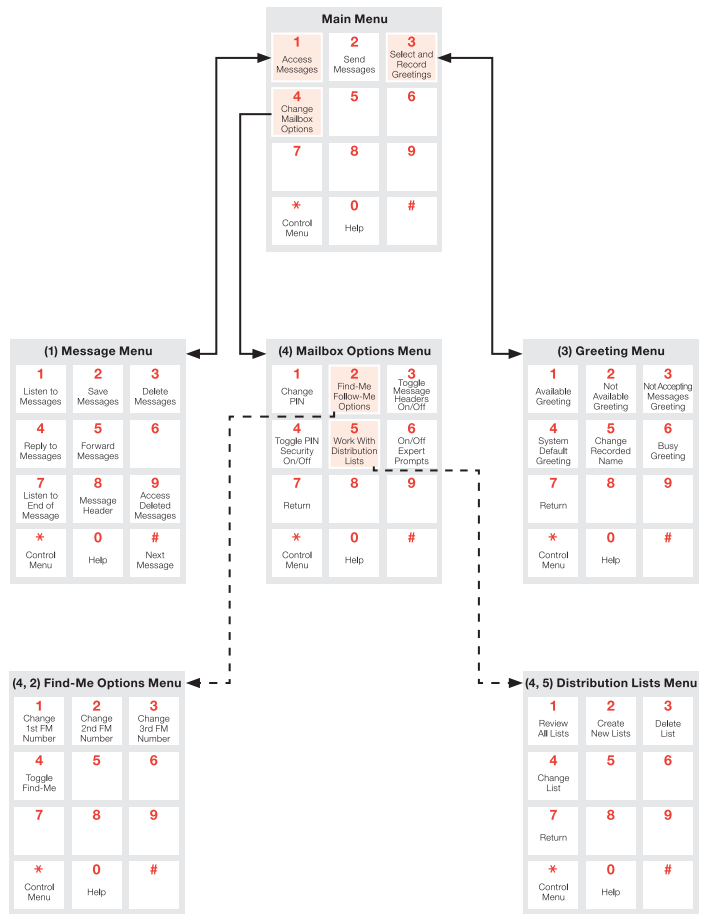
- A telephone number
- An alphanumeric message (if supported by your pager)
- A canned alphanumeric message (if supported by your pager)

Transferring to Your Find-Me Number(s)

Callers can press 2 if they want to be transferred to your alternative telephone number(s). They use this menu to send you a pager message or to request a transfer to your Find-Me Number(s).

Whenever Unified Messaging forwards a caller to another telephone number, the caller is asked to record their name. This caller name is played to the person who answers the transferred call, and the answering party has the option to accept or decline the call.

Note: The Caller Contact Options Menu does not always offer the caller all of the choices described above. If, for example, you do not specify your pager details (see Changing Your Contact Options), then the “To page the person you are calling, press 1” choice is omitted from the Caller Contact Options Menu. Even if you have specified your Find-Me Number(s), the “To try to reach the person you were calling, press 2” choice is only included in the Caller Contact Options Menu if the “In the Office and Available” greeting is your currently active greeting.



Voice Mailbox Access Using a Web Browser

Access to your voice mailbox is available at home, at work, or on the move with a web browser. You can access your voice mailbox using a set of web pages described below. Further information is available by clicking the Help tab at the top of each web page. To access your voicemail via the web, use the following hyperlink:

<http://verizonbusiness.com/myvoicemail>

Login

At the initial login screen, you will enter your telephone number and PIN.

Tip: If you have extension mailboxes, you can easily switch between them. When you are logged onto your voicemail account, just enter the PIN for the extension in the box located on the side bar (on every web page) and hit GO.

Inbox

To access your voice messages, click the Inbox tab at the top of each web page.

The voice messages that are currently in your Inbox are listed with the most recently received at the top. If there are any urgent messages, then these are listed separately above the non-urgent messages.



Messages that have not been listened to (referred to in the telephone user interface as New) are listed using a bold type. The bold type is not used when a message has previously been listened to (referred to in the telephone user interface as Saved).

Messages that have not been listened to are kept in your Inbox for 14 days, so you need to access your messages regularly. When you have listened to a message, it automatically becomes a “Saved” message. “Saved” messages are also kept for 14 days before they are deleted. If you want to keep a message longer, select the message using the checkboxes to the right of the listed Inbox messages. Next, click the Save action-tab above (or below) the column of check boxes. The number of days before a message is automatically deleted (expires) is shown in the final column of the Inbox.

Tip: If needed, click the Check for New Messages action-tab to ensure that the list of messages is up-to-date.

Listening to a Message

To listen to a voice message, click the Subject hyperlink for that message. A Message Contents page is displayed, containing message header information, with the voice message made available as a hyperlink. Click the hyperlink to listen to the voice message.

Deleting a Message

To delete messages, select the messages you want to delete using the checkboxes to the left of the listed Inbox messages and then click the Delete action-tab above (or below) the column of checkboxes.

Forwarding a Message

To forward a voice message as an e-mail attachment, click the Subject hyperlink for that message. On the resulting Message Contents page, click the Forward action-tab. On the resulting Compose page, type the e-mail address of each recipient in the To (and Cc and Bcc) fields. Separate addresses with a comma (,) or semicolon (;). Next, type the subject in the Subject field and select the priority. Finally, type your plain-text e-mail message and click the Send action-tab.

Find-Me

Setting Up Your Find Me/Follow Me Options

When Unified Messaging answers your calls, it can immediately transfer the caller to your location or allow the caller to leave a message. Callers can also be given additional options which, when configured, they can access by pressing 0 when greeted by the “In the Office and Available” greeting.

To set up or change how your voice mailbox answers your telephone calls, click the Find-Me tab at the top of each web page. You can enter up to three Find-Me numbers.

Transferring Callers

Use the Find-Me On/Off toggle choice to turn immediate call transfers On and Off.

When Unified Messaging transfers your calls and Find-Me is turned On, the first telephone number it tries is Find-Me Number 1. If the call to this number is unsuccessful for any reason, it tries Find-Me Number 2. If this is unsuccessful, it tries Find-Me Number 3.

When Find-Me is turned Off, callers can manually request to be transferred to where you have gone by pressing 0 (and then 2) when greeted by the “In the Office and Available” greeting.

If you do not want callers to be immediately transferred or be able to request to be transferred, then do not specify any Find-Me Numbers.

Tip: You can also turn call transfer On and Off using the Find-Me toggle choice displayed in the sidebar (on every page).

Allowing Callers to Leave You a Pager Message

If you want your caller to be able to page you instead of leaving a voice message, specify your pager type (and pager numbers) by pressing 0 and then 1 when greeted by your “In the Office and Available” greeting. Leave these fields blank if you do not want your callers to be able to page you.

Reaching an Attendant

If you want your caller to be able to reach an attendant instead of leaving a voice message, enter an Operator number by pressing 0 and then 0 when greeted by your “In the Office and Available” greeting. If you do not wish to specify an attendant, leave these fields blank.

Note: If you change your Find Me/Follow Me options, the changes only take effect when you click the Save action-tab at the top (or bottom) of the page.

Greetings

Select Your Greeting

When a caller reaches your Unified Messaging voice mailbox, they are greeted by one of four different greetings. To select the active greeting, go to the Greetings page by clicking the Greetings tab at the top of each web page.

Note: If you select a different greeting, the change only takes effect when you click the Save action-tab at the top (or bottom) of the page.

My Info

Changing My Info

To configure your personal e-mail address and the PIN security of your voice mailbox, click the My Info tab at the top of each web page.

E-Mail Notification and E-Mail Address

If you want to receive an e-mail notification each time a message is left in your voice mailbox, set the E-Mail Notification toggle choice to On. If you do not want e-mail notifications sent, then set this to Off.

Use the e-mail address field(s) to specify your e-mail address(es); for example, my_name@mail.com.

Tip: If you forward a voice message as an e-mail attachment, then the first e-mail address is used as the From address.

Changing Your PIN

Use the New PIN and Verify New PIN fields to change your voice mailbox PIN. Ensure you enter the same value in both fields. The PIN must be numeric (a minimum of four digits and a maximum of eight digits).



Voice Message Download

When you listen to your voice messages, audio files are temporarily downloaded to your PC. Your default Media Player then plays the audio file. If you want to download WAV format audio files, select WAV. If you want to download AU format audio files, select AU. WAV format files are smaller and quicker to download, but some Media players are unable to play them.

Note: If you change any of the above Personal options, the changes only take effect when you click the Save action-tab at the top (or bottom) of the page.

Voicemail Options

Configuring Your Voicemail Options

To configure the way your Unified Messaging telephone user interface works, go to Voicemail Options and click the Voicemail Options tab at the top of each web page.

Message Order

When you listen to your voice messages using the telephone user interface, any new messages are played and then any saved messages are played. The order the new and the saved messages are played can either be “first in, first out” (older messages are played before more recent messages) or “last in, first out” (more recent messages are played before older messages). The “first in, first out” order is recommended to ensure that you listen to everything new and do not miss an important message. For example, you would hear a new message left at 2:00 p.m. before a new message that was left at 3:30 p.m.

Message Headers

When you listen to your voice messages using the telephone user interface, the playing of the message header before each message is optional. The message header includes information about who sent the message and when.

Automatic Saving

If you do not want your messages automatically saved once listened to, then select the Only Save When Requested choice. If automatic saving is turned Off, then messages remain as new until you save them yourself. Automatic saving is recommended.

Note: If you change any of the above telephone interface options, the changes only take effect when you click the Save action-tab at the top (or bottom) of the page.

Distribution Lists

To be able to send the same voice message to multiple mailboxes, you need to create Distribution Lists. Each Distribution List has a numeric ID (for example, 1).

To work with your Distribution Lists, go to the Distribution Lists page by clicking the Distribution Lists tab at the top of each web page. The Distribution List page displays your Distribution Lists. These enable you to send the same voice message to multiple mailboxes when using the telephone interface.

Creating a New Distribution List

To create a new Distribution List, enter a List Number in the List Number field and click the Create New Distribution List action-tab above (or below) the field.

Deleting a Distribution List

To delete a Distribution List, select the Distribution Lists you want to delete using the checkboxes to the left of the lists. Next, click the Delete action-tab above (or below) the column of checkboxes.

Working With the Members of a Distribution List

To work with an existing Distribution List, click the List Number hyperlink for that list. The Distribution List Members page is displayed.

The Distribution List Members page displays the members of a Distribution List.

Adding List Members

To add a member to a list, enter their telephone number in the Telephone Number field. Next, click the Add action-tab above (or below) the field. Their name and telephone number are added to the members list.

Deleting List Members

To delete a member from a list, select the members you want to delete using the checkboxes to the left of the members. Next, click the Delete action-tab above (or below) the column of checkboxes.

Finish Working With the Members of a Distribution List

To close the Distribution List Members page and return to your Distribution Lists page, click the Close action-tab.

Notification Schedules

Text Message Notifications

If needed, a text message notification can be sent (to a cell phone or pager) each time a message is left in your voice mailbox. To configure when text message notifications are sent, go to the Notification page by clicking the Notification tab at the top of each web page.

You can specify up to five time periods (Schedules) during the week when you want to be notified, and the cell phone number (or pager number) at which you can be reached during each of these periods. For example, you could specify a daytime Monday to Friday schedule when you want notifications to be sent to your pager and an evening Monday to Friday schedule when you want notifications to be sent to your cell phone. If the Schedules overlap (or a single Schedule has two numbers that must be notified), then multiple text message notifications will be sent.

Tip: Sometimes you might not want your normal Schedules to be active. If needed, you can easily deactivate all of your Schedules, deactivate an individual Schedule, or set up a Temporary Schedule. Your Temporary Schedule can overlap the time periods of your normal Schedules. During the overlapping time periods, there will be the single active Schedule.

Your Notification Schedules are displayed at the top of the page.



Working With Your Schedules

If you want to activate all of the Schedules, select the Activate Schedules choice. If you want to deactivate all of the Schedules, select the Deactivate Schedules choice. Next, click the Save action-tab at the top of the page.

To work with an individual Schedule, click one of the numbered Schedule tabs or the Temporary Schedule tab.

Note: To save any changes you make to an individual Schedule, click the Save action-tab above (or below) the Schedule details. You must do this before working with a different Schedule, otherwise your changes will be discarded.

Please see your Verizon Business account manager for service features available for your enterprise.