



Verizon VoIP – Integrated Communications Package

Voice Mail User Guide

For training/documentation, please visit us @
<http://customertraining.verizonbusiness.com> or call 1-800-622-1049

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ACCESS/SET UP VOICE MAIL BOX

There are a few different ways you can access your voice mail.

- ⇒ Dial your phone number or extension and press the * key when your voice mail answers. The default PIN is the last four digits of your extension. If your extension is less than four digits, add a zero to the front. For example, if your extension is 415, dial 0415.
- OR-**
- ⇒ Dial your voice mail access number (provided by your administrator), enter your mailbox number followed by #, and then enter your PIN followed by #.
- OR-**
- ⇒ Press the **Messages** button on your phone, if configured.

Change Account Options

The first time you access your voice mail box, the system automatically prompts you to change your PIN, set up your personal greetings, and record your name.

Change Your PIN

1. Press **4** - Account Options.
2. Press **1** - Change PIN.
3. Follow the prompts and select a new PIN. Your PIN must be 4 – 8 digits.

Change Your Greetings

1. Press **1** - Personal Greeting.
2. Press **2** – Alternate Greeting.
3. Press **3** – Not Accepting Messages
4. Press **4** – Default Greeting.
5. Press **8** – Out-of-Hours Greeting.
6. Follow the prompts to record your greeting.

Change Your Recorded Name

Your name and personal greeting can be re-recorded at any time.

1. Press **3** - Work with Greetings.
2. Press **5** - Change Your Recorded Name.
3. Follow the prompts to record your name.

Listen to Messages

Checking messages include listening to and managing voice messages. Voice messages can be up to three minutes long. The maximum number of messages the voice mail system can hold is 20 (combination of new and saved). Your administrator can increase the limit to 50. The system informs callers that a message cannot be left when this limit is reached. Unsaved messages are automatically deleted after 14 days of receipt. Deleted messages are stored for 48 hours.

1. Touch-tone “1” to listen to messages. It plays the voice messages in your mailbox from the most recent to the oldest. If a message was heard but not saved or deleted, the system treats it as a new message.

While Listening to Messages

Touch Tone	Command
1	Replay message
2	Save
3	Delete message
5	Forward message
7	Rewind
8	Pause/Resume
9	Fast Forward
#	Go to end of message

After Listening to Messages

Touch Tone	Command
1	Replay
2	Save
3	Delete
5	Forward message

7	Play last 9 seconds
8	Listen to header
9	Access deleted messages
0	Repeat the menu options
#	Play next message

Send a Message

You can record a message over the phone and send it to any combination of contacts or contact lists (internal only). You also have the option of marking it as urgent. This is the only instance where you can mark a message as urgent.

Sending a message is not the same as forwarding a message. Sending a message over the phone is one you record yourself to send. You are not forwarding an existing voice mail.

2. Touch-tone **"2"** to send a message. The system prompts you to enter a mailbox number.
3. Enter the contact's mailbox number to add a contact.

Work with Greetings

1. Touch tone **"3"** to work with greetings.

1	Personal
2	Alternate
3	Not accepting messages
4	System greeting
5	Change recorded name
8	Out-of-hours

Account Options

1. Touch tone **"4"** to access your account options.

1	Change PIN
2	Change Find Me Follow Me
3	Message header on/off

4	PIN Security
5	Distribution Lists Review Lists - 1 Create List - 2 Delete List - 3 Work with Existing List - 4

VOICE MAIL OVER THE WEB

You can retrieve voice mails and change personal settings via the Web. To listen to voice mail on the Web, you need a sound card, speakers, and a 28.8 bps or faster modem.

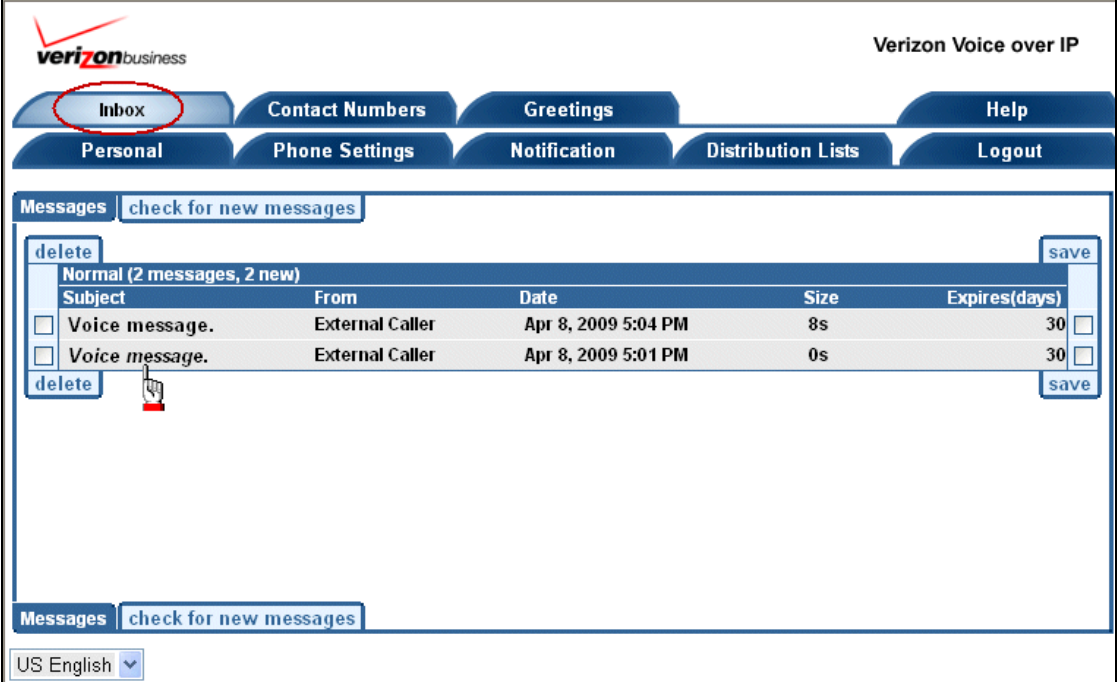
Log In and Access the Message Center

1. Log in to the Verizon Integrated Communications Package at <https://icp.verizonbusiness.com/integratedcommunicationspackage/> with the user name and password provided by your administrator.
2. Select **Message Center | Access Message Center** from the drop-down menu at the top of the page.

Your voice mail opens in another browser window.

Navigate the Inbox

Your Inbox lists all of your voice messages with the most recent first. Messages that you have not yet listened to are in bold type. Messages remain in your Inbox for 30 days, but can be kept longer when saved (clicking **Save** resets the number of days to 30).



The screenshot displays the Verizon Voice over IP web interface. At the top left is the Verizon Business logo, and at the top right is the text "Verizon Voice over IP". Below the logo is a navigation bar with several tabs: "Inbox" (circled in red), "Contact Numbers", "Greetings", "Help", "Personal", "Phone Settings", "Notification", "Distribution Lists", and "Logout". Below the navigation bar is a "Messages" section with a "check for new messages" button. The message list shows two messages, both in bold text, indicating they are new. The first message is "Voice message." from "External Caller" dated "Apr 8, 2009 5:04 PM" with a size of "8s" and expires in "30" days. The second message is "Voice message." from "External Caller" dated "Apr 8, 2009 5:01 PM" with a size of "0s" and expires in "30" days. Each message has a "delete" button on the left and a "save" button on the right. At the bottom of the interface, there is a "Messages" section with another "check for new messages" button and a language dropdown menu set to "US English".

Subject	From	Date	Size	Expires(days)
Voice message.	External Caller	Apr 8, 2009 5:04 PM	8s	30
Voice message.	External Caller	Apr 8, 2009 5:01 PM	0s	30

Subject	Identifies the nature of the message.
From	Displays the source of the message or caller ID information. If the calling number is not available, it will appear as "External Caller."
Date	Displays the date and time the message was received.
Size	Lists the size/length of the message in seconds.
Expires (days)	Shows how many days before the message is deleted from the system.

Check Voice Mail Messages

Voice messages can be up to three minutes long. The maximum number of messages the system holds is 20 (a combination of new and saved). Your administrator can increase the limit to 50. The voice mail system informs callers that a message cannot be left when this limit is reached. In order to listen to voice messages over the Web, you must have an audio player installed that plays .wav files.

1. Select a message from the *Subject* column in the Inbox. The *Message screen* appears.
2. Select **Voice Message (10s)** under *Attachments* to listen to the message. The '10s' tells you how many seconds the message is.
3. Click **forward** to forward the message. The *Compose Message* screen appears (next page).

NOTE: The address must be configured on the *Personal* tab before forwarding is allowed (see pages 12-13).

Forward Messages

Forwarding a message is not the same as sending a message over the phone. This is being forwarded to an email address. Sending a message over the phone is one you record yourself to send.

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Verizon Voi

Inbox Contact Numbers Greetings

Personal Phone Settings Notification Distribution Lists

Messages

send cancel

From : mindy.north@verizonbusiness.com

to joe.coworker@company.com

cc

bcc

subject Fw:Voice message.

priority normal urgent

Attachments

voice_msg_347687804_1239224481.wav

Message

>>>> HISTORY <<<<<
from : External Caller
to : North , Mindy_
date : 15:01 Wed Apr 8, 2009
Please see attached voice message.

1. Type one or more email addresses in the *to* field.
2. Check **Normal** or **Urgent** as a priority.
3. Type any comments you want to include in the *Message* box.
4. Click **Send**. The main Inbox screen reappears.

NOTE: .wav files are sent as attachments when forwarding.

Contact Numbers

The *Contact Numbers* tab enables you to configure your mailbox options for telephone calls.

1. Select the **Contact Numbers** tab at the top of the page.

The screenshot shows the Verizon Business web interface for configuring mailbox options. At the top, there are navigation tabs: 'Inbox', 'Contact Numbers' (highlighted with a red circle), 'Greetings', 'Personal', 'Phone Settings', 'Notification', and 'Distribution Lists'. Below the tabs, there are 'save' and 'clear' buttons. The 'Attendant Number' section has a text input field containing '7194845555' and a description: 'The number for your attendant or receptionist, if applicable.' The 'Page Me' section has a 'pager type' dropdown menu open, showing a list of options including 'Advanced Paging Alphanumeric Pager', 'AllCom Communications Alphanumeric Pager', 'Advantage Communications Alphanumeric Pager', 'ALLTEL PCS Phone', 'Airtouch / Verizon Alphanumeric Pager', 'Ameritech/American Messaging Alphanumeric Pager', 'Arch Paging Alphanumeric Pager', 'Alphnow Alphanumeric Pager', 'AT&T PCS Phone', 'AT&T Pocketnet PCS Phone', 'Baystar Alphanumeric Pager', 'Bell Mobility / PageMart Canada Alphanumeric Pager', 'Carolina Mobile Communications Alphanumeric Pager', and 'Cingular Wireless Alphanumeric Pager'. There are also 'save' and 'clear' buttons for this section. At the bottom left, there is a language dropdown menu set to 'US English'.

2. Type an attendant number if you want your caller to be able to press “0” while listening to your mailbox greeting and be transferred to your attendant. The caller returns to your greeting if the attendant number is busy or there is no reply. Your recorded greeting should inform the caller that they can press “0” to be transferred. Leave this field blank if you do not want your callers to have the attendant option.

NOTE: This is an individual preference using the internal 10-digit number only (no cell, extension, home phone, etc.)

3. Select a pager type if you want your caller to be able to press “4” while listening to your mailbox greeting and page you instead of leaving a voice message. Your recorded greeting should inform the caller that they can press “4” to page you. Leave this field blank if you do not want your callers to be able to page you.

4. Enter a service number for your pager if it requires an access number in the *Pager Service Number* field.
5. Type your pager number in the *Pager Number* field.
6. Click **Save**. The main Inbox screen reappears.

Greetings

You can set up a pre-recorded or custom greeting that you want to present to callers. Once you record your greetings using the telephone user interface, you can use this page to select the greeting your callers will hear.

1. Click the **Greetings** tab at the top of the page.

The screenshot shows the Verizon Business web interface for configuring greetings. At the top, there are navigation tabs: 'Inbox', 'Contact Numbers', 'Greetings' (highlighted with a red circle), and 'Distribution Lists'. Below these are sub-tabs: 'Personal', 'Phone Settings', 'Notification', and 'Distribution Lists'. The main content area has a 'save' and 'default hours' button at the top left. The 'Greetings' section includes a 'greeting selection' dropdown menu currently set to 'Personal Greeting'. Below this is a section for 'Out-of-Hours Greeting' with 'activate' and 'deactivate' radio buttons. The 'start-of-business' is set to 8:00 am and the 'end-of-business' is set to 5:00 pm. A red callout box with a white border points to the 'default hours' button, containing the text: 'Click Default Hours to change back to the default of 8:00 - 5:30.'

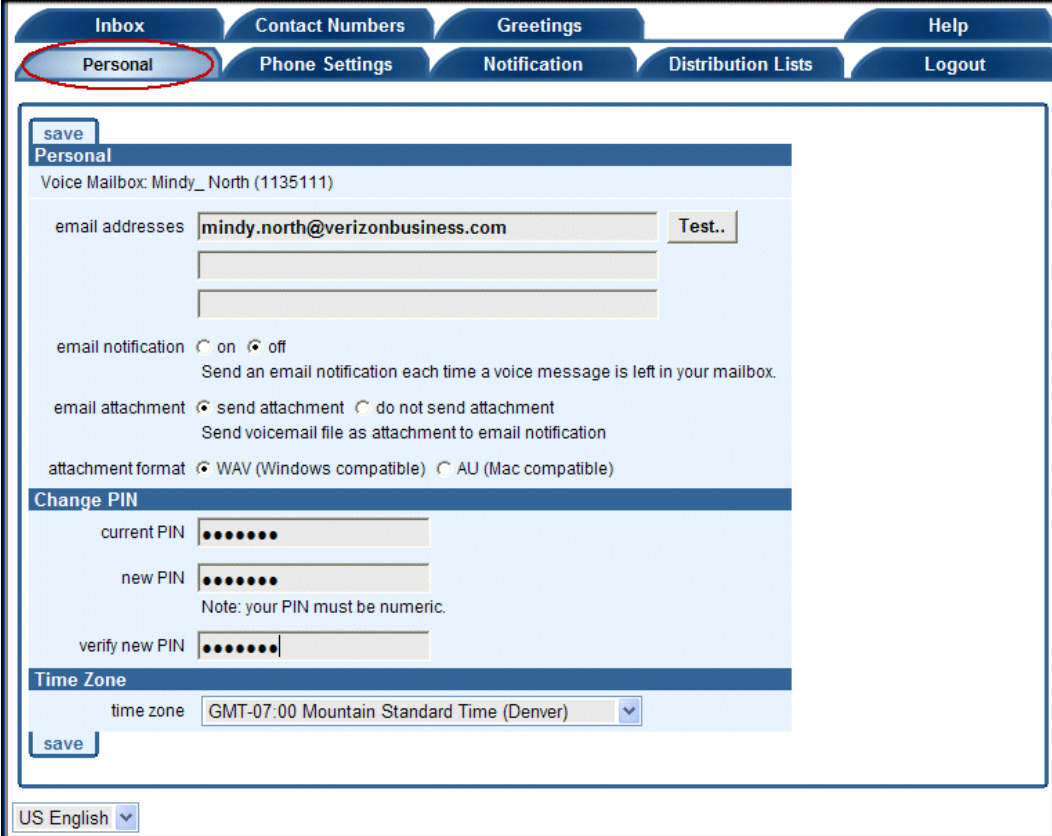
2. Select a preferred greeting type (**Personal Greeting** (e.g., sick, vacation), **Alternate Personal Greeting**, **Not accepting messages Greeting**, **System Default Greeting**) from the *Greeting Selection* drop-down list.
3. Select **Activate** or **Deactivate** in the *Out-Of-Hours Greeting* field if you want callers to hear a different greeting when they call you outside of your normal business hours (including business holidays).

4. Enter your start and end times in the *Start-Of-Business* and *End-Of-Business* fields to specify your normal business hours.
5. Click **Save**.

Personal

The *Personal* screen displays your contact data, such as email and PIN information. You can modify or update email information and email preferences when receiving and forwarding messages. You can also change your PIN and select a time zone.

1. Click the **Personal** tab at the top of the page.



The screenshot shows a web interface with a navigation bar at the top containing tabs: **Inbox**, **Contact Numbers**, **Greetings**, **Personal** (highlighted with a red circle), **Phone Settings**, **Notification**, **Distribution Lists**, **Help**, and **Logout**. Below the navigation bar is a **save** button and a **Personal** section header. The **Personal** section includes:

- Voice Mailbox: Mindy_ North (1135111)
- email addresses: A text input field containing `mindy.north@verizonbusiness.com` and a **Test..** button. Below it are two empty text input fields.
- email notification: Radio buttons for **on** and **off**. The **off** option is selected. Below it is the text: "Send an email notification each time a voice message is left in your mailbox."
- email attachment: Radio buttons for **send attachment** and **do not send attachment**. The **send attachment** option is selected. Below it is the text: "Send voicemail file as attachment to email notification"
- attachment format: Radio buttons for **WAV (Windows compatible)** and **AU (Mac compatible)**. The **WAV (Windows compatible)** option is selected.
- Change PIN** section: Three text input fields for **current PIN**, **new PIN**, and **verify new PIN**, each containing seven dots. Below the **new PIN** field is the text: "Note: your PIN must be numeric."
- Time Zone** section: A dropdown menu for **time zone** set to **GMT-07:00 Mountain Standard Time (Denver)**.

At the bottom of the **Personal** section is a **save** button. At the very bottom of the page is a language dropdown menu set to **US English**.

2. Enter up to three of your email addresses.
3. Select **On** or **Off** in the *Email Notification* field.
4. Select **Send attachment** or **Do not send attachment** from the *Email Attachment* field.
5. Specify your preferred audio file type in the *Attachment Format* field.

6. Change your PIN in the *Change PIN* section.
7. Select your time zone from the *Time Zone* drop-down list.
8. Click **Save**.

Phone Settings

You can use the *Phone Settings* tab to customize your voice mail retrieval.

1. Click the **Phone Settings** tab at the top of the page.

The screenshot shows the Verizon Business interface. At the top, there are navigation tabs: 'Inbox', 'Contact Numbers', 'Greetings', 'Personal', 'Phone Settings' (highlighted with a red circle), 'Notification', and 'Distribution Lists'. Below the tabs, there is a 'save' button. The main content area is titled 'Telephone menu' and includes a 'language' dropdown menu set to 'US English'. Below this, there is a section titled 'Listening to your messages' with three sub-sections: 'message retrieval' (radio buttons for 'first in, first out' and 'last in, first out'), 'message headers' (radio buttons for 'play message headers' and 'don't play message headers'), and 'automatic saving' (radio buttons for 'only save when requested' and 'autosave after listening'). A 'save' button is located at the bottom of the settings area.

2. Select the order in which you want to receive messages in the *Message Retrieval* section.
3. Select **Play message headers** or **Don't play message headers** in the *Message Headers* section. The message header includes information about who sent the message and when.
4. Select **Only save when requested** or **Autosave after listening** from the *Automatic Saving* section.
5. Click **Save**.

Notification

The *Notification* tab enables you to schedule text message or pager notifications when you receive voice messages. You can specify the time periods in which you want to be notified by cell phone or pager. For example, you can set up to two notification schedules if you want to be paged Monday through Friday during the day, and an evening schedule when you want notifications 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 are sent when a new voice message is received. You can deactivate all of your notification schedules, deactivate individual notification schedules, or set up a temporary notification schedule.

1. Click the **Notification** tab at the top of the page.

The screenshot shows the Verizon Business web interface for notification settings. At the top, there are navigation tabs: 'Inbox', 'Contact Numbers', 'Greetings', 'Personal', 'Phone Settings', 'Notification' (highlighted with a red circle), and 'Distribution Lists'. Below the tabs, there is a 'save' button and a 'notification' section with radio buttons for 'activate schedules below' and 'deactivate schedules below'. A table lists three schedules: 'schedule 1', 'schedule 2', and 'temporary', all with a status of 'off'. Below the table are 'save' and 'clear' buttons. The 'Schedule 1' configuration section includes: 'schedule status' (radio buttons for 'on' and 'off'), 'notification level' (a dropdown menu set to 'Normal'), 'primary device' (a dropdown menu set to 'Verizon PCS Phone'), 'primary number' (a text input field), 'primary pager number' (a text input field with '7195551234' and a 'Test..' button), 'backup device' (a dropdown menu set to 'Verizon PCS Phone'), 'backup number' (a text input field), 'backup pager number' (a text input field with a 'Test..' button), 'days active' (checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, Sun, and an 'all week' checkbox), 'start time' (input fields for '8 : 00' and radio buttons for 'am' and 'pm'), 'end time' (input fields for '5 : 00' and radio buttons for 'am' and 'pm'), and an 'all day' checkbox. At the bottom of the configuration section are 'save' and 'clear' buttons.

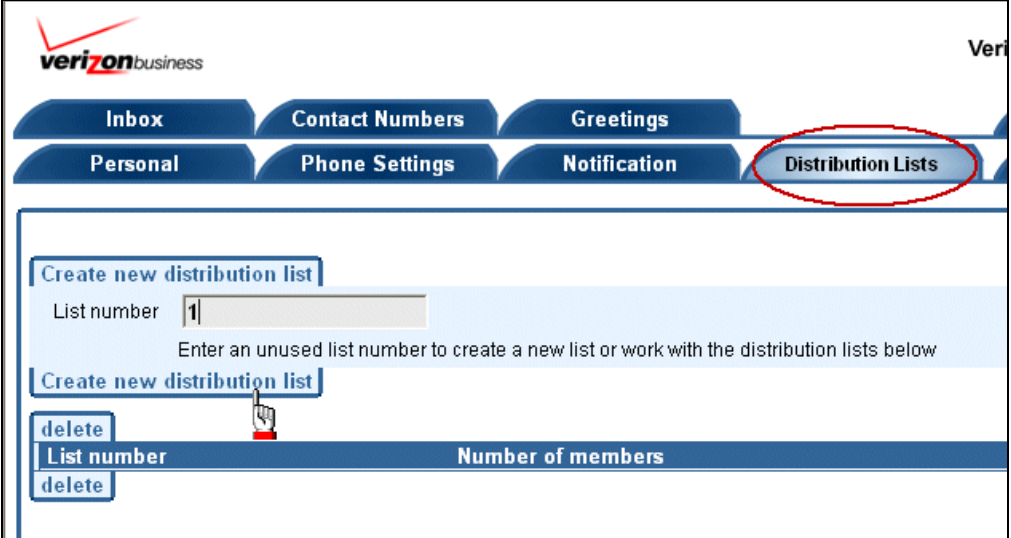
2. Select On or Off to activate or deactivate a notification schedule.
3. Select the Normal or Urgent priority level from the notification level drop-down list.

4. Select a pager type from the Primary Device drop-down list, if applicable.
 5. Type a number other than a pager number in the Primary Number field if you did not select a pager and want to use a cell phone or other telephone number, if applicable.
 6. Type your pager number in the Primary Pager Number field you selected a pager as your primary device.
 7. Click the **Test** button to receive a test notification to ensure it is set up properly.
 8. Select a pager from the *Backup Device* drop-down list, if applicable.
 9. Type a number other than a pager number in the *Backup Number* field if you did not select a pager and want to use a cell phone or other telephone number, if applicable.
 10. Type your pager number in the *Backup Pager Number* field if you selected a pager as your primary device.
 11. Select the active days for your notification rule from the *Days Active* section.
 12. Enter your start and end times in the *Start Time* and *End Time* fields, if applicable.
- OR-**
- Select **All day**.
13. Click **Save**.

Distribution Lists

The *Distribution List* tab enables you to create a list that you can use to send the same voice message to multiple mailboxes when using the telephone user interface. Members of a distribution list must have voice mail boxes on the Verizon VoIP platform. The following instructions tell you how to create a distribution list.

1. Click the **Distribution Lists** tab at the top of the page.



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Inbox Contact Numbers Greetings
Personal Phone Settings Notification **Distribution Lists**

Create new distribution list

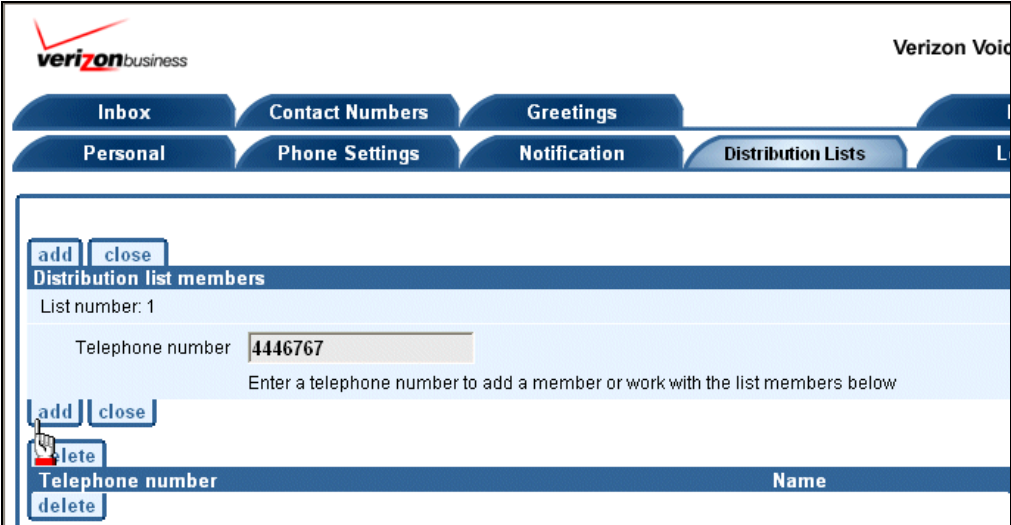
List number 1

Enter an unused list number to create a new list or work with the distribution lists below

Create new distribution list

List number	Number of members

2. Type a list number in the *List Number* field.
3. Click **Create New Distribution List**. A screen appears enabling you to add your phone numbers to the list.



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Inbox Contact Numbers Greetings
Personal Phone Settings Notification Distribution Lists

add close

Distribution list members

List number: 1

Telephone number 4446767

Enter a telephone number to add a member or work with the list members below

add close

Telephone number	Name

4. Type a number in the *Telephone Number* field.
5. Click **Add**.
6. Repeat steps 4-5 to add more telephone numbers to your distribution list.
7. Click **Close**.