



User Guide

Verizon Home Voice Mail

Takes your messages
even when you're on
the telephone

Getting Started with Verizon Home Voice Mail

Take a few minutes to get set up. Follow the steps below and listen to the recorded instructions.

1. Dial the Verizon Home Voice Mail system number. Wait for the system to answer.
2. Depending on where you are...
 - ...at home***
 - Enter your temporary passcode, which is the last 4 digits of your home telephone number.
 - Press **#**. Now go to Step 3.
 - or -
 - ...away from home**
 - Press *****.
 - Enter your mailbox number, which is the same as your home telephone number.
 - Enter your temporary passcode, which is the last 4 digits of your home telephone number.
 - Press **#**. Now go to step 3.
 - 3. Listen carefully to the recorded instructions. They will guide you through setting up your mailbox, the place where your messages, greetings and passcode are stored and where all Home Voice Mail activities take place.

You will:

- Create your own 4-10 digit passcode. To ensure the security and privacy of your mailbox, you should not use portions of your mailbox number, consecutive, or repetitive numbers for your passcode.
- Record the greeting your callers will hear.
- Record a “busy” greeting that your callers will hear when your line is busy. If you do not record a busy greeting, callers will hear your personal greeting
- Record your name as a label for your mailbox.
- For Multiple Mailbox customers, create up to eight sub-mailboxes in addition to the main mailbox. See page 12 for instructions. (This step applies to the holder of the main mailbox (box 9). Sub-mailbox holders will set up their own sub-mailboxes later by following steps 1-3.

*** Please follow the instructions for “away from home” if:**

- your telephone number is, or may be, blocked for any reason (such as for calls to Caller ID or *69 customers), or
- your Distinctive Ring Service has a separate mailbox. The “home telephone number” is your Distinctive Ring number.

Additional dialing rates that may apply:

If you have measured service, local usage or message unit charges will apply for each caller forwarded to your mailbox and each time you dial your system telephone number from home. If you dial the system telephone number from a location outside your local calling area, long distance rates may apply.

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Get Into Your Mailbox and Access Your Messages


Your mailbox is your personal “place” within the Home Voice Mail system where your messages, greetings, and passcode are stored, and where all activities take place. No matter which feature you want to use, always start by “getting into your mailbox.”

For Multiple Mailbox Home Voice Mail customers only: The individual who sets up Home Voice Mail has the “main mailbox” (box 9). Other household members have “sub-mailboxes” (boxes 1-8).


At home:

1. Dial the Home Voice Mail system number.
2. After the system answers, enter your passcode.

Away from home:

1. Dial the Home Voice Mail system number.
2. After the system answers, press .
3. Enter your mailbox number (your home telephone number).
4. Enter your passcode.

Either at home or away:

1. Dial your home telephone number.
2. When your greeting starts, press .
3. Enter your passcode.

*Refer to inside cover — Getting Started with Verizon Home Voice Mail

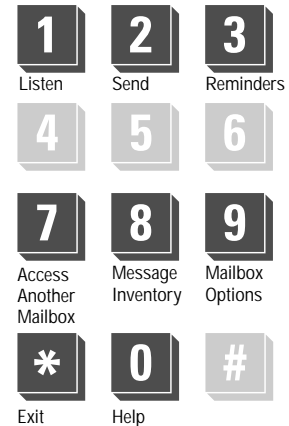
If You Have Measured Service

Local or message unit charges will apply when calling the system telephone number. If you dial your telephone number to reach your mailbox, charges apply to call your home number in addition to the charge to forward to your mailbox.

Main Menu — your starting point

The Main Menu is the first set of options you hear when you get into your Home Voice Mail mailbox.

Main Menu



- **Listen** to your messages.
- **Send** messages to other Verizon voice mailboxes. For Multiple Mailbox customers, also send messages to sub-mailboxes.
- Schedule a **Reminder** for yourself.
- Explore **Mailbox Options**, including Special Delivery.
- For Multiple Mailbox customers, interact with other sub-mailboxes.

You don't need to listen to all of the recorded instructions. Once you become familiar with the options, you may make your choice at any time.

Listen to Your Messages

1. Get into your Home Voice Mail Mailbox.
2. At the Main Menu, press **1**.
3. Listen to your message.
4. Press one of the keys in the Listen Menu.

If you press **6** for Options, you can

- Press **4** to listen to the previous message.
- Press **5** to get time and date of current message.
- Press **6** to find out sender of Mailbox Messaging message.

Listen Menu

1 Repeat	2 Save	3 Erase
4 Reply to Mailbox Messaging	5 Copy to Mailbox Messaging	6 Options
7 Rewind 5 sec	8 Pause 20 sec	9 Advance 5 sec
* Cancel	0 Recorded Help	# Skip

If you make a mistake or get confused you don't have to hang up — just get back to the Main Menu by pressing ***** and start over. Or when you're in your mailbox, press **0** for more information and recorded help.

If you have a speed dialing feature, you can program your Home Voice Mail system number for quick access to your messages.

To find out if you have new messages
Simply pick up your home telephone handset. If you hear the "interrupted" dial tone, new messages are waiting. Or look for a visual message waiting light on your telephone set if one is provided.

If you erase a message by mistake, DON'T HANG UP!

1. Listen to your messages again.
2. Find the message you accidentally erased.
3. Press **2** to save it.

Stop listening to messages and return to the Main Menu by pressing *****.

The best way to exit Home Voice Mail
Press ***** again. When you exit this way, you'll be told whether any new messages have arrived while you were in your mailbox.

Skipping a message by pressing **#** will allow you to retain the "interrupted" dial tone as a reminder that there are new messages.

Mailbox Messaging

Mailbox Messaging lets you quickly and easily exchange messages with other Verizon voice mailbox customers in your regional calling area without calling them directly. The recipient's phone will not ring.

Verizon voice mailboxes include:
Home Voice Mail and Basic Mailbox residence services and Answer Call and Voice Mail business services

You can:

- send a single message to one or more Verizon voice mailbox customers,
- reply to messages sent from other Verizon voice mailbox customers, and
- copy messages from your mailbox to other Verizon voice mailbox customers.

In some areas you can use Auto Play to listen to all of your messages sequentially with a brief pause between messages. You can save/delete/skip a message when desired, but you will not be prompted to do so. Messages not saved or deleted will be kept as new messages. From the main menu press **9 2 1 2**.
TIP: Saves "minutes" when calling from your cell phone to listen to messages.

Things To Know Before You Start

- In some areas, you will be charged* per mailbox address to which you send, reply to, or copy a message. For example, if you send a single message to three mailboxes, you will be charged for three messages. Multiple Mailbox customers will not be charged to send messages to sub-mailboxes. There are no charges to receive a message.

*These charges do not apply to Home Voice Mail Plus, where available.

- You'll know if someone has a Verizon voice mailbox and is in your regional calling area. When you enter the telephone number, if there is a voice mailbox, you will hear the customer's recorded name announcement or mailbox number confirmation.
- When sending a message outside your area code, but within your regional calling area, dial the 10 digit number only (area code + 7-digit number). Do not dial 1 before the area code.
- Information about your regional calling area can be found in the front of the white pages of your Verizon telephone directory

Mailbox Messaging (continued)

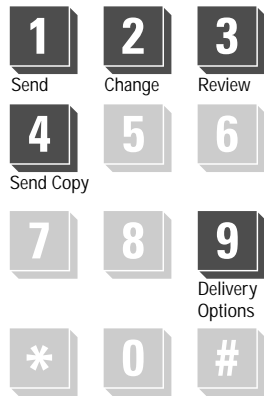
To Send Mailbox Messaging Messages

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press **2**.
3. Listen for further instructions to:
 - enter a mailbox, or group number destination (see page 10 for more about group lists). Multiple Mailbox customers may enter a sub-mailbox.
 - record your message, and
 - send your message.

After recording your message, you may select one or more Delivery Options. Press **9**, then:

- Press **1** for Urgent – plays the message before others.
- Press **2** for Private – prevents the message from being copied to another mailbox.
- Press **3** for Return Receipt – notifies you with a message in your mailbox when the recipient listens to your message.
- Press **4** for Future Delivery – delivers your message at a future date and time that you specify, up to one year in the future.

Send Menu

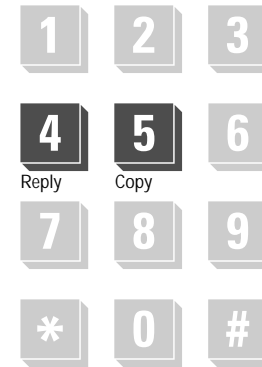


To Reply and Send a Copy

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press **1**.
3. Listen to a message in your mailbox.
4. Listen for further instructions to:
 - reply to the message or
 - send a copy of the message to another voice mailbox.

Press **4** to reply to a message that was sent directly from another voice mailbox. If someone telephones you and leaves a message, you do not have the reply option.

Listen Menu with Reply/Copy



You can send a copy of a message in your mailbox to another voice mailbox.

Press **5** and follow the instructions to record an introduction, and send both the introduction and the original message. However, if a message is marked "private" you cannot send a copy.

Multiple Mailbox customers can also send and copy messages to other sub-mailboxes.

This provides you a convenient internal voice mail message system to keep your household members in touch with each other. To do this, press **5** to copy or go to the Main Menu and press **2** to send. Next, enter YOUR mailbox number. The system will then ask you which sub-mailbox you want to send the message to.

To Create a Group List

Group Lists allow you to quickly and easily send messages to members of groups that you are involved with, such as civic organizations, religious groups or sports teams. You enter the group list number, which includes mailbox numbers of the members, when you want to send messages to the members.

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **4** for Group Lists
 - **4** to create the group list
3. Listen for further instructions to:
 - assign a group list number,
 - name your group list, and
 - enter mailbox numbers you want on this list.

You may have up to 3 lists with as many as 25 mailbox destinations per list. Home Voice Mail Plus, where available, gives you 5 lists with 25 destinations per list.

As members of your group change, you will need to "change" your lists. You may change your group lists whenever you need to.

Customize Your Mailbox — with Mailbox Options

You may customize your mailbox to:

- change your greetings, name announcement, or passcode,
- hear the time and date before each message,
- be notified by Special Delivery or Pager Notification,
- change the number of rings, or
- change language options.

To Change Your Greetings, Name Announcement, or Passcode

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **1** to change greetings, name, or passcode
3. Listen for further instructions.

Listen for special features available from this menu:

- Automated (pre-recorded) system greetings.
- A special "busy" greeting that tells your callers you are currently on the line.

For Multiple Mailbox customers:
You have your own greeting and passcode whether you are the main or a sub-mailbox holder.

It's your choice!
You may hear the time and date of a single message by pressing **6 5** during or after message review. OR you may select the automatic time/date announcement.

Mailbox Options Menu



To Hear the Time and Date before each message

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **2** for Mailbox Settings
 - **1** to turn the time/date on and off
3. Listen for further instructions.

Special Delivery

Special Delivery alerts you at another telephone number (within your regional calling area) whenever a new message arrives in your mailbox.

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **3** for Message Notification
 - **1** for Special Delivery
3. Listen for further instructions to:
 - turn Special Delivery on or off,
 - enter the number of the telephone you want to ring exactly as you would dial it
 - specify that you're to be notified of **urgent** messages only or all messages.

For Multiple Mailbox customers, Special Delivery is available from the main mailbox (box 9) only.

Calling Card Option:
In some areas you can send Special Delivery or Pager Notification alerts outside of your regional calling area by charging associated toll charges to a Calling Card. From the main menu press **9 2 5** to set up this feature where available. (You must call your local business office to complete activation.)

In some areas you can block times you do not wish to be notified of messages left in your mailbox when Special Delivery or Pager Notification is turned on. From the main menu press **9 3 1** for Special Delivery or **2** for Pager Notification and **5** to establish/change a blocking period.

In some areas, the sub-mailbox holders of a Multiple mailbox are able to use a separate telephone number for Special Delivery and Pager Notification.

Pager Notification

(where available, additional fee applies)

Pager Notification alerts your pager (within your regional calling area) when a new message arrives in your mailbox. If you use a digital pager, your mailbox number will be displayed. This feature must be ordered through your local business office prior to mailbox activation.

To turn on Pager Notification:

1. Get into your Home Voice Mail mailbox.
2. From the main menu, press **9** for Mailbox Options
3. Press **3** for Message Notification.
4. Press **2** for Pager Notification
5. Press **3** to add the pager number.
6. Press **1** if your pager requires a PIN (Personal Identification Number) or **2** if no PIN is required.
7. To set for Urgent Only messages, press **9** for restrictions, then **1** for Urgent Messages Only.
8. Press ***** to exit.

Customize Your Mailbox —

with Mailbox Options (continued)

To Change the Number of Rings before Home Voice Mail answers

“Ring Count Change” allows you to adjust the number of rings before Home Voice Mail answers at any time, and as often as you want. Set it for as many as 8 rings or as few as 2 rings.

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **2** for Mailbox Settings
 - **3** for Ring Count
3. Listen for further instructions.

For Multiple Mailbox customers, Ring Count Change is available from the main mailbox (box 9) only.

Ring Count Change is not an option if you use Call Forwarding Variable, Ultra Forward or Remote Call Forwarding to send your calls to your mailbox.

Your callers will hear 1 or 2 rings more than the setting you select.

Example: If you select a ring count of 3, your callers will hear 4 or 5 rings before Home Voice Mail answers.

Language Options

(where available)

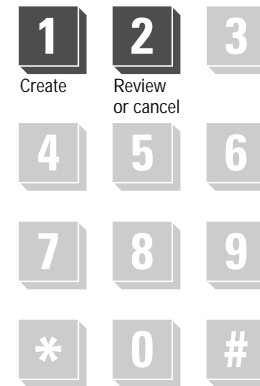
Language Options allows you to choose whether to hear (and have your callers hear) the system prompts in English or Spanish. The default language is English.

1. You can change the language option to Spanish by pressing these keys:
 - **9** for Mailbox Options
 - **2** for Mailbox Settings
 - **6** for Language Options
 - **2** for Spanish Option
2. You can change this option at any time and as often as you like.

Reminder Service

Reminder Service feature helps you remember to do the things you need to do by calling you at your home telephone number at the time and date you specify. When you answer, you hear a reminder message you’ve already recorded.

Reminders Menu



1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
 - **3** for Reminders
 - **1** to create the reminder
3. Listen for further instructions to schedule either a daily or a one-time reminder.

You can review or cancel a reminder call at any time. Just get into your mailbox, press **3** **2** and follow the instructions.

There are two kinds of reminders:

Daily reminders are delivered at the same time everyday Monday through Friday or seven days a week. One-time reminders are delivered once on the day and time you specify and are then erased. You can have up to three daily and three one-time reminders at any time.

Sub-mailboxes can also use Reminder Service although only three daily and three one-time reminders can be set at any time for the entire mailbox.

Multiple Mailbox Sub-mailbox Features

Multiple Mailbox Home Voice Mail allows you to have up to eight sub-mailboxes in addition to the main mailbox on one line — each with its own greeting and private passcode. Sub-mailbox features help you keep up with the needs of a changing household. If someone moves in or leaves, you can change your sub-mailboxes to fit the new situation.

To Create or Delete a Sub-mailbox

Note: This feature is available from the main mailbox (box 9) only.

1. Get into your Home Voice Mail main mailbox (box 9).
2. Follow the instructions or, for a shortcut, press these keys:
 - **9** for Mailbox Options
 - **2** for Mailbox Settings
 - **4** to create or delete sub-mailboxes
3. Listen for further instructions.
4. The main mailbox holder must record a Personal Greeting that announces the sub-mailboxes to callers.
5. Your sub-mailbox user will have to set up the new sub-mailbox. Follow the instructions on the inside cover of this user guide. Use the same mailbox number, but when Home Voice Mail asks you for your temporary passcode, enter the sub-mailbox number four (4) times. In other words, the temporary passcode for sub-mailbox 4 would be “4444”.

To Access Another Sub-mailbox

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press **7**.
3. Enter the unique passcode of the sub-mailbox you have access to.

This feature is useful for accessing another sub-mailbox without having to hang up and start over.

To Find Out Which Sub-mailboxes Have Messages

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press **8**.

This feature is useful when you hear the “interrupted” dial tone and need to know which sub-mailboxes have new messages.

Sample Greetings for Multiple Mailboxes

All greetings can be up to 45 seconds long.

Sample Personal Greeting for the Main Mailbox (Box 9)

*“Hello, you’ve reached the Justice family. We can’t take your call right now, but leave a message and we’ll call you back. To leave a message for Betty and Rich, press **1**. To leave a message for Jeff, press **2**; for Glenn, press **3**; for Don, press **4** and for Ken, press **5**. To leave a message for all of us, please press **9**.”*

Sample Busy Greeting for the Main Mailbox (Box 9)

“Hello, you’ve reached the Justice family. One of us is on the phone ‘surfing the Internet’, but leave a message and we’ll call you back. To leave a message for Betty and Rich,

*press **1**. To leave a message for Jeff, press **2**; for Glenn, press **3**; for Don, press **4** and for Ken, press **5**. To leave a message for all of us, please press **9**.”*

Sample Personal Greeting for a Sub-Mailbox

“Hi. This is Betty and Rich. Sorry we missed your call. Please leave a message and we’ll call you back.”

Sample Busy Greeting for a Sub-Mailbox

“Hi. This is Jeff. Someone’s on the phone right now, but please leave a message and I’ll call you back.”

Important Tips

- Only the main mailbox holder can create or delete sub-mailboxes.
- If a sub-mailbox holder forgets their passcode, the sub-mailbox must be deleted and recreated by the main mailbox holder. Messages in the sub-mailbox will be lost and the sub-mailbox holder must set up the mailbox again.
- Callers who do not make a sub-mailbox selection or who call from a rotary phone can only leave a message in the main mailbox.
- Sub-mailboxes can also use Reminder Service although only three reminders can be set at any time for the entire mailbox.
- In some areas, the sub-mailbox holders are able to use a separate telephone number for Special Delivery and Pager Notification.

Terms and Conditions of Verizon Voice Messaging Services

These Terms and Conditions will govern your Verizon Voice Messaging Services ("the Services") and replace any prior Terms and Conditions for the Services.

CHARGES - In addition to the monthly recurring charges for the Services, application and/or service order charges may apply. Such telephone service charges include, but are not limited to, (i) if you subscribe to Message Rate or Measured Service, message unit or usage charges for calls forwarded to your mailbox and for calls made from your telephone service location to listen to, send, reply to, or copy messages, or to perform any other activities in connection with the Services, and (ii) if, while away from your telephone service location, you call your mailbox, local or toll service charges. Monthly charges may also apply to forward calls from your telephone line to your voice mailbox. In addition to the charges for the Services, you are solely responsible for payment of long distance, toll and other telecommunications charges incurred through use of the Services. Verizon shall not be liable for any such charges. You may not charge any calls to the service access number or mailbox number, or otherwise use the Service(s) in a fraudulent manner. You are solely responsible for selection, implementation and maintenance of security features for defense against unauthorized use of the Services, associated telephone services, and applicable charges. Payment for all charges will be due according to the terms stated on your bill.

CHANGES IN CHARGES, TERMS AND CONDITIONS OR YOUR SERVICES - Verizon shall have the right (i) to determine the availability of the Services, and (ii) to add, withdraw or change the Services and their features, their functions, and the manner in which they are provided, at any time. Provision of the Services is also subject to availability of facilities. Verizon may change the Terms, Conditions and/or charges for the Services at any time. Use of, or payment for, the Services after the changes become effective will be deemed to be assent by you to the change(s).

TARIFF APPLICATION - In the event that the Services are at any time subject to tariffs filed with, or regulations of, an applicable state or federal commission, then such tariffs and regulations shall govern the provision of such Services and in the event of any conflict, shall take precedence over any inconsistent Terms, Conditions or charges.

LIMITED WARRANTY - If the Services do not perform substantially as described to you in the written information provided by Verizon to you, Verizon will repair the Services, at its expense. This warranty does not apply to failures in performance due to acts of God or other causes beyond the reasonable control of Verizon or misuse or abuse of the Services by you or other persons. THE FOREGOING WARRANTY IS EXCLUSIVE AND NONTRANSFERABLE. VERIZON DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

MAINTENANCE - At various times, Verizon will perform routine maintenance on its equipment and facilities that will temporarily render the Services unavailable for use by you. Verizon will attempt to notify you in advance of performing such maintenance by leaving a voice message in your voice mailbox, or otherwise. Verizon shall have no liability as a result of the unavailability of any Services due to the performance of such routine maintenance.

SERVICE INTERRUPTIONS - Except for routine maintenance, if Services that are subject to a monthly charge are interrupted, due to any cause other than the act or omission of you, a member of your household, your employees or agents, or a failure of facilities provided by you, for a period exceeding twenty-four (24) consecutive hours, Verizon shall credit you the monthly charges for the Services, pro-rated, for the period of time of the interruption in excess of the twenty-four (24) consecutive hour period. Service interruptions begin at the time you notify Verizon of the interruption.

LIMITATION OF LIABILITY - Verizon's liability for any claim or damages arising in connection with the Services (including, but not limited to, claims or damages arising in connection with any interruption or other fault, failure, error or deficiency, in the Services), shall not exceed \$25.00, plus a refund of the pro-rated charges actually paid for the Services which give rise to the claim or damages. Verizon shall not be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, loss of use, business, profits, data, or messages, or other commercial or economic loss. Verizon shall not be liable for any delay or failure to perform its obligations if such delay or nonperformance arises in connection with any requirement of law or government regulation or order, any action of a governmental entity, acts of God, acts of third parties, fires, floods, epidemics, strikes or other labor disputes, inability to obtain necessary equipment, parts or repairs thereof, freight embargoes, unusually severe weather, or any cause beyond the reasonable control of Verizon. The limitations of and exclusions from liability stated in this section "Limitation of Liability" shall apply whether claims are brought in contract, warranty, tort (including Verizon's negligence), or otherwise.

INDEMNIFICATION - You agree to indemnify and hold Verizon harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of your failure to comply with federal, state and local laws, regulations and codes.

TERMINATION - You are responsible for payment of all charges incurred for Services provided prior to termination. You may notify Verizon at any time that you wish to terminate the Services. Verizon will terminate the Services within thirty (30) days of receiving notification. Verizon may terminate its provision of Services at any time, without cause, upon notice to you. Unlawful, fraudulent or abusive use of the Services may result in the discontinuance of the Services.

GENERAL PROVISIONS - These Terms and Conditions shall be governed by the laws of the state in which the Services are provided. In the event that any provision of these Terms and Conditions shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of these Terms and Conditions, and these Terms and Conditions shall be construed as if they did not contain such invalid or unenforceable provision. The Services may not be used to make communications which are unlawful or harassing, or to make unsolicited communications to persons with whom you do not have an established relationship or who have notified you that they do not wish to receive communications from you.

YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS AND AGREE THAT IF, AFTER YOU RECEIVE THEM, YOU ORDER, USE OR PAY FOR ANY OF THE SERVICES, THE TERMS AND CONDITIONS AND ANY SUBSEQUENT CHANGES SHALL CONSTITUTE OUR ENTIRE AGREEMENT WITH YOU. THESE TERMS AND CONDITIONS GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.

Questions and Answers about Verizon® Home Voice Mail

What can I do if I erase one of my messages by mistake?

Don't panic — and don't hang up. Messages are not erased until you hang up — **but they are irretrievable after you hang up.** Listen to your messages again, and when you get to the message you accidentally erased, save it by pressing **2**.

When my parents leave a message, I would like to hear it before all the other messages. Is there a way to make this happen?

Yes. Tell your parents to press **# 9 1 1** after they record their message. This will mark the message URGENT and put it before other messages.

Sometimes my son gets home first, checks for new messages and saves them all. Later, when I come home, there is no “interrupted” dial tone to tell me that there are new messages. Any solutions?

Tell your son to “skip” the new messages by pressing **#** after he hears each message. The skipped messages will retain their “new” status and you'll hear the interrupted dial tone that signals new messages are in your mailbox.

Is there a way of knowing if I have new messages without having to pick up the telephone?

Yes. Equipment with a message-waiting light is available from Verizon TeleProducts and other vendors.

Some of my friends know my recorded greeting by heart. Can they skip it?

Yes. Tell them to press **#** during your greeting. This will let them skip over to the point where they are to begin recording. Remember, you can change your greeting anytime.

Is there any way my callers can review and change the messages they leave for me?

Yes. If they press **#** after they record their message, your callers have a chance to listen to what they've recorded and change it if they want to. Instructions will guide them.

When I call a friend with Home Voice Mail, how can I prevent the message from being forwarded to another mailbox?

Mark your message to the friend as “private.” After recording your message, press **# 9 2 1**. This prevents messages from being copied to another mailbox.

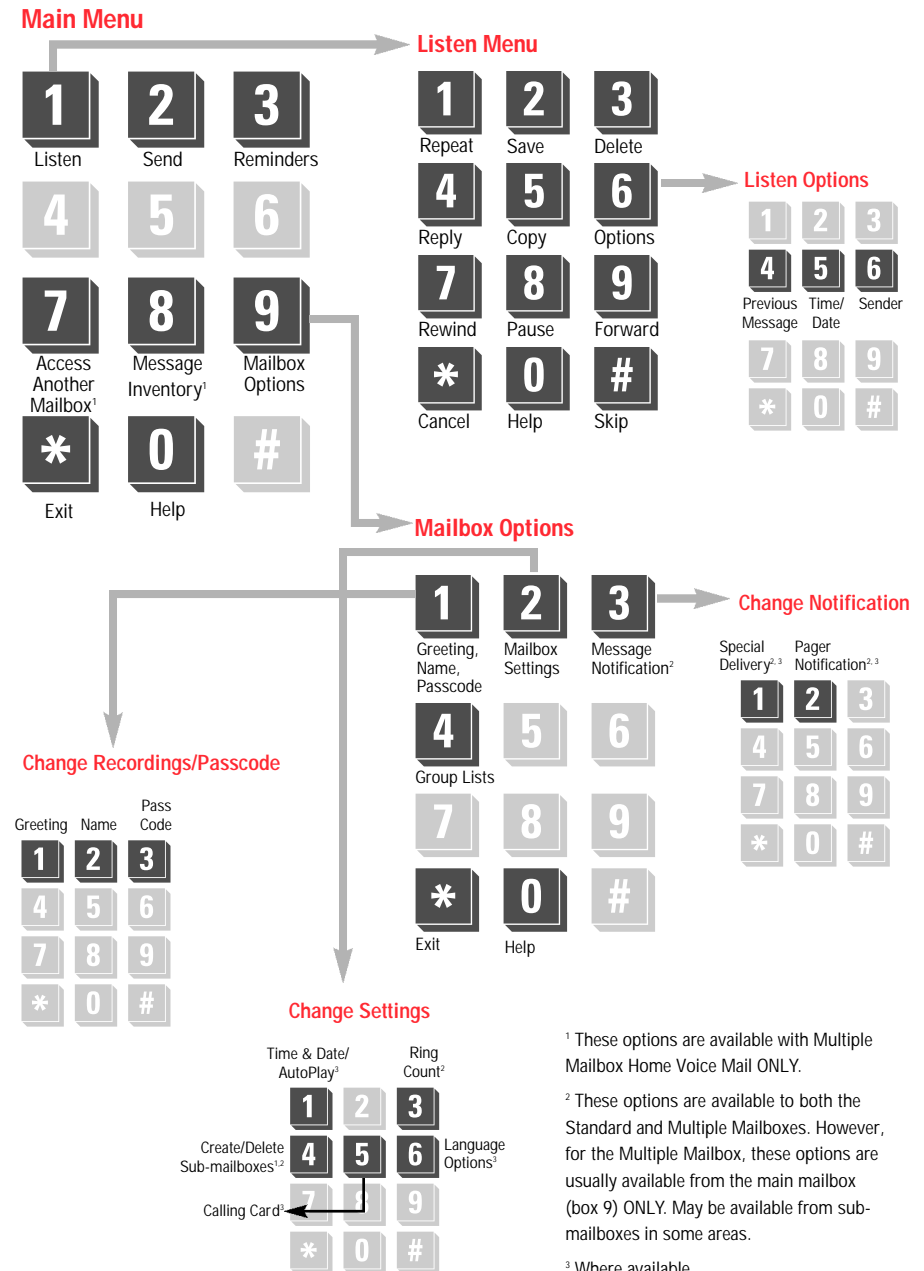
Can Home Voice Mail forward calls to my pager?

Yes, if your pager is compatible with Home Voice Mail. Please contact your Verizon business office for more information.

With Multiple Mailbox, when I hear the “interrupted” dial tone, how do I know who the messages are for?

First, check your own mailbox - you'll be advised if you have new messages. Then, to find out which sub-mailboxes have new messages, press **8** at the main menu.

Overview Map of Verizon Home Voice Mail



¹ These options are available with Multiple Mailbox Home Voice Mail ONLY.

² These options are available to both the Standard and Multiple Mailboxes. However, for the Multiple Mailbox, these options are usually available from the main mailbox (box 9) ONLY. May be available from sub-mailboxes in some areas.

³ Where available.

Quick Reference Instructions

Verizon Home Voice Mail

Your first step...ALWAYS GET INTO YOUR MAILBOX FIRST

To do this from your home telephone, dial the Home Voice Mail system number, then enter your passcode.

Once you're in your mailbox...

To listen to your messages **1**

While listening to your messages...

To save a message **2**

To erase a message **3**

To find out the time and date of a message **6 5**

Anytime you're in your mailbox...

To send messages **2**

To create group lists **9 4 4**

To change your greeting, name or passcode **9 1**

To select a language option * **9 2 6**

To hear the time and date before each message **9 2 1**

To turn on Auto Play * **9 2 1 2**

To add or delete sub-mailboxes **9 2 4**

To change your ring count **9 2 3**

To use Reminder Service
(uses your telephone to deliver a recorded reminder) **3 1**

To set up Special Delivery
(alerts you of new messages when you're at another number) **9 3 1**

To set up Pager Notification
(alerts your pager when you receive new messages) **9 3 2**

Special keys that are always available...

- *** Cancel and Exit
- 0** Recorded Help
- #** Skip and Complete

To find out if you have new messages

Simply pick up your home telephone. If you hear the "interrupted" dial tone, new messages are waiting for you.

* Where Available

If you need assistance, call 1-800-234-2340.



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