

# Verizon Personal Voice Mail Quick Reference Guide

## Access to your Voice Mail

You can access your personal voice mail using your own phone or another phone. To log in, you dial one of the following:

- Your phone number/extension
- The Voice Mail telephone # 847-0004 or 7-0004

## First Time Log in with the Voice Mail Wizard

**Dial your phone number/extension or the voice mail number/extension, then:**

1. If requested, enter your 10 digit phone number.
2. Enter the default passcode (0000).
3. Enter a new passcode at the (voice mail wizard) prompt.
4. Re-enter your passcode at the prompt.
5. Record your name at the prompt.
6. Press #.

## Log in

**Dial your phone number/extension, then:**

*From your own phone:*

1. Enter correct passcode to reach the Voice Messaging main menu.
2. At Voice Messaging menu, press \* to reach the Voice Mail main menu.

*From a phone other than your own:*

1. Press \* during your outgoing greeting to reach the login prompt.
2. Enter correct passcode to reach the Voice Messaging main menu.
3. At Voice Messaging menu, press \* to reach the Voice Mail main menu.

**Dial the voice mail phone number/extension, then:**

*From your own phone:*

1. Enter correct passcode to reach Voice Mail main menu.

*From a phone in your group other than your own:*

1. Press \* during the greeting to reach Voice Mail login prompt.
2. Enter your phone number/extension. †
3. Enter correct passcode to reach Voice Mail main menu.

*From a phone outside of your group:*

1. Enter your phone number/extension. †
2. Enter correct passcode to reach Voice Mail main menu.

†Option: If your administrator allows it, enter your number including the area code or a Voice Mail Alias followed by the pound key #.

## Leaving Messages for Other Users

**During greeting:**

- # Interrupt the greeting and start recording voice message
- \* Transfer out of greeting to Voice Mail password prompt
- 0 Transfer out of greeting to configured number

**While recording message:**

- \* Cancel recording and transfer to Voice Mail password prompt
- 0 Cancel recording and transfer to configured number
- # Stop recording and review message

## Review message

- 1 Erase message and record again
- 2 Listen to current message
- 3 OR hang up to send message
- 6 Set or clear the urgent indicator
- 7 Set or clear the confidential indicator
- \* Cancel recording and transfer to Voice Mail password prompt
- 0 Cancel recording and transfer to configured number
- # Repeat menu

## Voice Mail Main Menu

- 1 Access **Voice Messaging Menu**
- 3 Record **Personalized Name**
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

† Options for accessing these services are provided only if they have been assigned to you.

## Voice Messaging

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- \* Return to Voice Portal main menu
- # Repeat menu

## Personalized Name

- 1 Record new Personalized Name
- 2 Listen to current Personalized Name
- 3 Delete Personalized Name
- \* Return to Voice Mail main menu
- # Repeat menu

## Passcode

- # Enter new passcode, followed by the pound key.
- \* Return to Voice Portal main menu.

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## Play Messages Menu

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope

### While playing messages:

- 1 Skip backward 3 seconds
- 4 Skip to beginning of message
- 3 Skip forward 3 seconds
- 6 Skip to end of message
- 2 Pause playback
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- \* Return to Voice Messaging main menu
- # Repeat menu

**Notes:** *You can interrupt the message or envelope to perform any function.  
New messages flagged as urgent are played first.*

## Additional Options

- 1 Reply to message
- 2 Forward Message
- \* Return to Play Messages Menu
- # Repeat menu

## Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu

**Notes:** *Messages marked confidential cannot be forwarded.  
If you have an Enterprise Voice Portal, you can forward messages to others outside of your group but not the entire group.*

## Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu

## Busy Greeting Menu

- 1 Record new Busy Greeting
- 2 Listen to current Busy Greeting
- 3 Revert to system default Busy Greeting
- \* Return to Voice Messaging main menu
- # Repeat menu

## No Answer Greeting Menu

- 1 Record new No Answer Greeting
- 2 Listen to current No Answer Greeting
- 3 Revert to system default No Answer Greeting
- \* Return to Voice Messaging main menu
- # Repeat menu

## Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Voice Messaging main menu
- # Repeat menu

**Note:** *If you have an Enterprise Voice Portal, you can send messages to others outside of your group but not the entire group.*

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## Web Access to Verizon Voice Mail

Go to <http://165.91.143.4> to change your zero-out option, change web and voice portal passwords, notification and forwarding options