



Frequently Asked Questions About Your Business Voice Mail Upgrade

Dear Verizon Voice Mail Customer:

As part of our on-going commitment to provide quality service by investing in the technologies that are influencing the way businesses operate, Verizon will be upgrading your voicemail service to a new system on Thursday October 2, 2014 at 10PM. When you come to the office on Friday October 3rd you will need to follow the following steps before you can access your voicemail.

After the upgrade:

- Continue to use your current voicemail system access number (**978 623-8481**). You will not be able to use other access numbers for voicemail once the upgrade is complete.
- The first time you access your mailbox use the **last four digits** of your telephone number as your temporary passcode. You will be prompted to set up your new voicemail system by recording a new greeting, creating a permanent passcode, setting up mailbox extensions, recreating group lists, and programming features like Reminder Call and Outcall Notification. The system will prompt you through the steps and we've enclosed a menu guide for your convenience.
- You will be able to access your old mailbox for 30 days by pressing [7] in the main menu of your new voicemail system. Turn off special features in your old mailbox like Reminder Call or Outcall Notification to avoid getting multiple calls.
- Please refer to the enclosed document for additional information about the upgrade and changes to your mailbox
- .If you have questions, please call **877 256-2330**. If Verizon is not your local service provider, please contact your local service provider for assistance.

We value your business and look forward to helping you realize all the benefits and opportunities that our advanced offerings make possible. Thank you for choosing Verizon.

How will the upgrade affect me?

You will automatically upgrade to a new voice mail system. Once the upgrade is complete, you must follow a few simple steps to set up your new mailbox

How will I access my voicemail?

There will be no change to the way you access your mailbox after the upgrade. You'll continue to use the same voicemail system access number as indicated in the enclosed letter. The first time you access your mailbox use the **last four digits** of your telephone number as your temporary passcode.

Will messages I receive after the upgrade automatically be deposited in my new mailbox?

Yes. Messages received after the upgrade will be deposited in your new mailbox.

Will I still be able to access my old mailbox?

Yes. To access your old mailbox after the upgrade, press [7] from the main menu of your new mailbox. Enter your 10-digit mailbox number and passcode for your old mailbox. Messages will be available until they are deleted following the normal schedule. To return to your new mailbox, hang up and redial your regular access number.

How can I save important messages or greetings?

If you have an important message or greeting you would like to save before your old mailbox is removed, you can contact CBW Productions, a third-party vendor specializing in voice mail recordings. CBW can be reached at 1.800.770.8046 or visit their website at cbwproductions.com.

Are there any new features?

Yes, there are several new features giving you the flexibility to configure the voice mail system:

- A new voice for system prompts.
- The choice between a male or female voice.
- The choice to hear full prompts or abbreviated 'quick' prompts. For example:
Full prompts:
"To listen to your messages press 1. To send a message press 2. For your personal options, press 3."
Quick Prompts:
"To listen, press 1. Send a message, press 2. Personal options press 3."
- The ability to choose a system greeting for callers excluding a name or number.
Example: "You have reached a voice mailbox."
- The option to renew expired messages by pressing [7] after listening to the message. This will turn your Message Waiting Indicator back on.
- Some Call Answering mailboxes will have a Personal Receptionist option for callers to zero out to an operator. You can now turn this option on or off and specify **the extension** which will have calls answered by the operator.
- The option to be notified if a recorded message cannot be delivered (e.g., the mailbox is full). After you record your message, press [4] for delivery options, then [5] for non-delivery receipt.
- End of recording warning tones: a 20-second warning tone before the end of recording time for callers leaving messages, when you are recording reminder and wake-up calls, or when you send messages.
- The ability to increase or decrease the speed and volume during message playback.

Will there be any changes in how my mailbox works?

You may notice some minor changes. The enclosed menu map provides more detail on changes.

- To help maintain security, you will not be able to use any portion of your phone number, repeating digits like 2222, or sequential numbers like 1234 when establishing or changing passcodes.
- If you have activated mailbox extensions, you will be prompted for your mailbox identifier (your sub-mailbox extension number or 0 for the base/main mailbox) before you enter your passcode.
- Guest mailboxes will no longer be offered. You can change your standard mailbox to a multiple mailbox with extensions by calling your Verizon Sales and Service Center
- Automatic time and date information can now be removed from messages. From the main menu, choose [3], [8] to turn this feature on/off. If you want to hear when a message was received, just press [6] after listening to the message.
- If you use mailbox messaging:
 - You will not be able to send messages to other Verizon customers in your area until they have also moved to the new system
 - To send a message between the main/base mailbox and extensions or to a mailbox extension of another customer's mailbox, enter the mailbox number plus the extension number (e.g., 212-555-12341 for extension 1).



- The upgrade now offers Wireless Notification, which sends a text message when messages arrive in your mailbox. You can activate this feature in the Notification Options menu (see attached menu map). Text message charges apply based on your carrier and plan if you activate this feature.
- If you use Pager Notification, you will be able to use a schedule and select the pager provider through the mailbox prompts. Multiple mailbox extensions can set their own pager company and pager number for notifications. Only pagers able to receive email notifications are compatible; pagers capable of receiving digits-only will no longer be supported. Available pager companies are:
 - Cook Paging Service
 - Digicom Service
 - SkyTel
 - USA Mobility
 - American Message Service (American Messaging)
- Reminder calls have been expanded to allow one-time, daily, weekdays, weekends, or specific days of the week and can be set for up to one year in advance.
- The retry schedule for Reminder Call and Outcall Notification will change to three retries every 15 minutes.
- If you have a mailbox with a fictitious telephone number, callers will no longer be able to call the access number to leave you a message. Only mailbox-to-mailbox messaging will be available. Your mailbox will be identified by your Name Recording, and there will be no greetings associated with this type of mailbox.
- If you skip a message during message playback by pressing [#], your message waiting indicator [interrupted dial tone or light] will remain on. You must either save or delete the message to turn off the message waiting indicator.
- Extended Absence Greeting, which allows you to record a temporary greeting that callers must hear, is now also available for extensions of Multiple Mailboxes.

