

VERIZON BUSINESS CALL ANSWERING START

MESSAGE RETENTION --30 DAYS-

MESSAGE LENGTH MAX—2 MIN

NUMBER MESSAGES STORED--30

TO START:

- 1. FROM YOUR BUSINESS PHONE DIAL YOUR ACCESS NUMBER (9-272-0015) WAIT FOR THE SERVICE TO GUIDE YOU THROUGH THE STEPS**
- 2. DIAL YOUR STARTER PASSWORD, WHICH FOR NOW IS YOUR SEVEN-DIGIT NUMBER**
- 3. PRESS 1 TO INDICATE YOU HAVE READ AND AGREE TO THE TERMS AND CONDITIONS**

CHANGE YOUR PASSWORD:

- 1. THE SERVICE WILL ASK YOU TO CHANGE THE STARTER PASSWORD TO AN EASY- TO-REMEMBER 4-10 DIGIT NUMBER**

THE PASSWORD CANNOT BE:

- YOUR TELEPHONE NUMBER
- THE SAME NUMBERS REPEATED(3333)
- A SEQUENCE OF NUMBERS (123456)
- WRITE YOUR PASSWORD
HERE _____

RECORD YOUR NAME:

- 1. YOU WILL BE ASKED TO RECORD YOUR NAME FOLLOW THE INSTRUCTIONS GIVEN BY THE VOICE ANSWERING SYSTEM(YOU WILL HEAR YOUR NAME, IN YOUR VOICE, WHEN YOU DIAL IN FOR MESSAGES)**

GREETING YOUR CALLERS:

- 1. NEXT THE SERVICE WILL ASK YOU TO RECORD THE GREETING CALLERS WILL HEAR WHEN YOU ARE NOT AVAILABLE TO TAKE CALLS. YOU HAVE 45 SECONDS**

HEARING YOUR MESSAGES:

EACH MESSAGE GIVES YOU THE DATE AND TIME AND THE RECORDED MESSAGE

- 1. ACCESS YOUR MAILBOX AND PRESS 1 FOR THE MAIN MENU**
- 2. WHEN THE MESSAGE ENDS, YOU WILL HAVE THE OPTIONS TO PRESS:**
 - 1 TO REPLAY YOUR MESSAGE**
 - 2 TO SAVE YOUR MESSAGE**
 - 3 TO ERASE THE MESSAGE**

If you have any questions call the HELP DESK at 9-486-4000