



FiOS Digital Voice Mail — Menu Map



Verizon FiOS Digital Voice Getting Started Guide



FiOS
A NETWORK AHEAD

Main Menu

1 Listen to messages

Message play (during playback)

- [1] Play Message Again
- [2] Save Message
- [3] Delete Message
- [4] Slower
- [5] Louder
- [6] Faster
- [7] Rewind Five Seconds
- [7,7] Rewind to Beginning of Message
- [8] Pause
- [9] Fast-Forward Five Seconds
- [9,9] Fast-Forward to End of Message
- [0] Softer
- [*] Exit Messaging
- [#] Skip

2 Send message to another subscriber

3 Wake up and reminder messages

4 Personal options

6 Direct sub-mailbox transfer

0 Global menu help (on all menus)

* (not voiced)

Post record

- [#] Send
- [1] Mark Private
- [2] Future Delivery
- [3] Return Receipt
- [4] Mark Urgent
- [5] Hear Message
- [*] Rerecord

Wake up and reminder menu

- [1] Schedule Wake-up Call
- [2] Schedule Reminder Message

Personal options

- [1] Personal Profile
- [2] Greetings
- [3] Group Lists
- [4] Individual Mailbox
- [5] Message Preferences
- [*] Previous Menu

Log in to another member's sub-mailbox

Log in to another member's mailbox

Post playback (function) menu

- [1] Play Message Again
- [2] Save Message
- [3] Delete Message
- [4] Reply to Sender
- [5] Forward Message
- [6] Date, Time and Sender
- [8] Return Call
- [9] Renew [expired messages]
- [*] Exit Messaging
- [#] Next Message
- [0] Replay Menu
- If last message played:
 - [1] Save Deleted Messages
 - [2] Main Menu

Personal profile

- [1] Change Passcode
- [2] Change Language
- [3] Notification Options
- [5] Time Zone
- [6] Ring Count
- [*] Previous Menu

Greetings

- [1] Name Recording
- [2] Busy Greeting
- [3] Personal Greeting
- [4] Extended Absence Greeting
- [5] Caller Invitation
- [*] Previous Menu

Group lists

- [1] Create
- [2] Change
- [3] Delete
- [*] Previous Menu

Individual mailbox

- [1] Create
- [2] Change
- [*] Previous Menu

Wake up menu

- [1] Schedule Weekday Wake-up Call
- [2] Schedule Weekend Wake-up Call
- [3] Review Wake-up Call
- [*] Previous Menu

Reminder message menu

- [1] Schedule One-Time Reminder
- [2] Schedule Daily Reminder
- [3] Schedule Weekday Reminder
- [4] Schedule Weekend Reminder on Specific Day
- [5] Schedule Reminder on Specific Day
- [6] Review Reminder Messages
- [*] Previous Menu

Language select

- [1] English
- [2] Spanish
- [*] Previous Menu

Notification options

- [1] MWI
- [2] Special Delivery
- [3] E-mail
- [4] Wireless (SMS)
- [5] Pager
- [*] Previous Menu

Personal greeting select

- [1] Personal Greeting
- [2] System Greeting "name"
- [3] System Greeting "number"
- [4] System Greeting "without number or name"
- [*] Previous Menu

Message preferences

- [1] Envelope
- [2] Autoplay
- [3] Sort Order
- [4] Voice of Sender's Caller ID
- [*] Previous Menu

Welcome to FiOS® Digital Voice

Congratulations. Your FiOS Digital Voice service is now working. You are about to experience an exciting new generation of voice communications technology. Your new FiOS Digital Voice service comes with many easy-to-use call management features and benefits. You can manage calls online by setting up features like Call Forwarding and Do Not Disturb, review an online list of your incoming and outgoing calls and even check Voice Mail from any computer with Internet access. FiOS Digital Voice lets you do it all with your own online Account Manager.

This compact guide will let you get the most out of all the new and exciting features of FiOS Digital Voice. A more detailed User Guide is available at verizon.com/fiosvoice/userguide or through your FiOS Digital Voice Account Manager at verizon.com/fiosvoice.

We hope you enjoy your new phone service.

Making calls with your FiOS Digital Voice Phone line

Domestic calls and calls to Canada

For calls to locations in the U.S., U.S. territories (American Samoa, Guam, Mariana Islands and the U.S. Virgin Islands), Puerto Rico and to Canada:

Dial the 3-digit area code + the 7-digit phone number of the person you are calling. There is no need to dial a 1 before the area code.

International calls

For calls to most international locations:

Dial 011 + the country code + the city code + the phone number of the person you are calling.

For calls to the countries listed below:

Dial 1 + the 3-digit area code + the 7-digit phone number of the person you are calling.

Anguilla, Antigua and Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, and the Turks and Caicos Islands.

For international rates and information on country codes:

1. Sign into your Account Manager at [verizon.com/fiosvoice](https://www.verizon.com/fiosvoice).
2. Click on "Extras."

If you would like to block international calling, access your Account Manager at [verizon.com/fiosvoice](https://www.verizon.com/fiosvoice) and select "International Call Block" in the "Administration" link on the left side of the screen.

Blocked call types

All 0+, 00, 01, 500, 10-10-XXX, 700, 900, 950, and 976 calls are automatically blocked from being made on any FiOS Digital Voice phone line. A reminder message will be played if a call attempt is made to a number that has been blocked. Also, you can not receive collect or third-party billed calls.

Important e-911 information

In the case of a power outage, the Battery Backup Unit (BBU) will power your basic FiOS Digital Voice services, including 911 dialing, for up to 8 hours if a fully-charged battery is inserted in the Unit. If the battery is exhausted or there is no battery present, the Service will not function for any purpose. You are responsible for purchasing and/or replacing the battery in the BBU. In the welcome kit provided by the technician during installation, you will find stickers with this information. We strongly recommend you apply them to your phone so users are aware of this possible limitation.

Using your Voice Mail service

Voice Mail allows callers to leave messages for you when you are away from your phone or when you are unable to take the call. Voice Mail is a FREE optional service with FiOS Digital Voice. If you have selected Voice Mail, you will be able to retrieve your messages either by phone or online, at home or away from home.

NOTE: FiOS Digital Voice mailboxes that have not been set up within 60 days of activation will be removed. Voice Mail service can be added back to your account at any time free of charge by calling 1-800-VERIZON.

Setting up your Voice Mail account from home

Callers will be able to leave you messages even before your mailbox has been set up; however, you will not be able to listen to your messages or use the other features in your mailbox until you complete the setup process described below.

1. Dial Voice Mail at 1.888.2FiOSVM (1.888.234.6786) or *86 (*VM) from your home phone.
2. Enter your default passcode, then press [#]. Your default passcode is the last four digits of your FiOS Digital Voice telephone number.
3. Follow the voice prompts to:
 - Select the default language
 - Create a new passcode
 - Record your personal greeting
 - Record a busy greeting (which a caller will hear when you're on the phone)
 - Record a name announcement
 - Select the greeting callers will hear

IMPORTANT NOTE: Your new passcode must be 4–10 digits long. It should be easy for you to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 1111), sequential digits (e.g., 1234, 6543) or any part of your phone number.

4. When you have finished following the voice prompts, your Voice Mail account setup will be complete.

You can change the setup of your mailbox at any time by calling Voice Mail (1.888.2FiOSVM) or *86 (*VM) from your home phone, entering your passcode and following the prompts from the Main Menu. Please refer to the Menu Map (attached at the end of this guide) for available options.

Retrieving your Voice Mail messages

If you are at home, you can listen to your messages directly from your FiOS Digital Voice phone line. You will know you have new messages if the Message Waiting light is illuminated on your telephone handset (if your phone has this feature) or if you hear an “interrupted” dial tone when you pick up the handset.

When you're away from home, you can retrieve messages by calling the Voice Mail 800 number (below) or accessing your online Account Manager.

To listen to your messages from your home phone:

1. Dial Voice Mail (1.888.2FiOSVM) or *86 (*VM) from your home phone.
2. Enter your passcode, then press [#].
3. At the Main Menu, press [1].

To listen to your messages while away from home:

1. Dial Voice Mail (1.888.2FiOSVM) or *86 (*VM) from your home phone.
2. When the system answers, press [#].
3. Enter your mailbox number (your home telephone number), then press [#].
4. Enter your passcode, then press [#].
5. At the Main Menu, press [1].

To view message information or listen to your messages online:

1. Sign into your Account Manager at verizon.com/fiosvoice.
2. Click the “New Voice Mail” link on the Home Page. Select the Voice Mail message you want to hear and press “Play.” Alternatively, you can go to the “Calls and Messages” tab on the left side of the Account Manager Home Page and select the “Voice Mail” tab.

To review more features available with Voice Mail, see the Voice Mail Menu Map in this guide or visit the User Guide online at verizon.com/fiosvoice/userguide.

Using your FiOS Digital Voice Account Manager

Your Account Manager allows you to manage your calls online, giving you a whole new level of control over your voice communications. Your Account Manager Home Page is the first page you see when you log in and it's the control center for FiOS Digital Voice. Each time you log in, the Account Manager Home Page is automatically refreshed, so you get the most up-to-date information available about your account.

The Main Menu bar gives you access to everything you need to manage your calls, such as setting your calling features, accessing Voice Mail, viewing your incoming and outgoing call lists, maintaining a phone book and much more.

Accessing your Account Manager

If you already have a Verizon online username and password:

1. Go to the Account Manager at verizon.com/fiosvoice.
2. Enter your Verizon online username and password. This is the same username and password you use to access myverizon.com.

If you do not have a Verizon online username and password:

1. Go to <https://activate.verizon.net/fiosreg/welcome> to create your Verizon online username and password.
2. Go to verizon.com/fiosvoice to access your Account Manager.
3. Enter your Verizon online username and password created in Step 1.



Learn more about FiOS Digital Voice

By accessing your Account Manager, you can learn about all the exciting features and benefits that are available to you with FiOS Digital Voice. For more information, please log in at verizon.com/fiosvoice to learn about:

- Online Call Logs
- Voice Mail (including online retrieval of messages)
- Innovative calling features such as:
 - Call Forwarding Always
 - Schedule Call Back
 - Selective Incoming Call Block
 - Simultaneous Ring
 - Backup Number
- Place a Call
- Virtual Numbers and Distinctive Ring
- Vanity Numbers
- Online Phone Book
- Online Calendar

Frequently asked questions and troubleshooting

Visit our Online Guide at verizon.com/fiosvoice/userguide for details.

