

How to use your IP phone

Verizon Business
Digital Voice Service



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Model T42S

Voicemail Tree Diagram

Main menu

Access voice mailbox **1**
 Record your name **3**
 Change passcode **8**
 Exit menu **9**
 Repeat menu **#**

Voice mailbox

Listen to messages **1**
 Change Busy greeting **2**
 Change No Answer greeting **3**
 Compose & send new message **5**
 Delete all messages **7**
 Go to Voice Portal *****
 Repeat menu **#**

Record your name

Record your name **1**
 Play current recording **2**
 Go to previous menu *****
 Repeat menu **#**

Listen to messages

Save message **#**
 Erase message **7**
 Repeat message **2**
 Play message **5**
 Additional options **9**
 Go to previous menu *****

Change Busy greeting

Record a new Busy greeting **1**
 Play current greeting **2**
 Revert to default greeting **3**
 Go to previous menu *****
 Repeat menu **#**

Change No Answer greeting

Record a No Answer Busy greeting **1**
 Play current greeting **2**
 Revert to default greeting **3**
 Go to previous menu *****
 Repeat menu **#**

Additional options

Reply to current message **1**
 Record your name **3**
 Change passcode **8**
 Exit menu **9**
 Repeat menu **#**

Shortcut Codes

- *72 Call Forwarding Always Activation**
Redirect incoming phone calls to another number within your company. Dial *72, then the phone number, followed by the pound key (#).
- *68 Call Park**
Dial *68 followed by the extension to park the call on, or the pound key (#) to park the call on your own extension.
- *88 Call Retrieve**
Enter *88 followed by the extension to retrieve a parked call. If the call is parked on your own extension, press the pound key (#).
- *55 Direct Voice Mail Transfer**
Transfer a call to another user's Voice Mail, press the Transfer soft key, then enter *55 followed by the user's extension.

- *78 Do Not Disturb Activation**
- *79 Do Not Disturb Deactivation**
- *69 Last Call Return**
- *66 Last Number Redial**
- *73 Call Forwarding Always Deactivation**
- *21 Call Forwarding Always to Voice Mail Activation**
- *24 Call Forwarding Always to Voice Mail Deactivation**

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