

# USING MY MAIL

SECOND EDITION

Please enter your  
PIN

1 new message

- ① Watch message
- ② Customize setting
- ③ Exit



WELCOME TO THE Z™ LIFE!

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## ABOUT THIS USER'S GUIDE

You have three ways to access your My Mail video messages.

**View your message through:** email, Profile or Z phone.

### 1. EMAIL

This is the traditional way to access My Mail. The video message is sent to you as a Windows Media Video (WMV) and 3GP file attachment through your email.

**If you are using a mobile device,** the video message will be sent in two formats (WMV and .3GP) by default, however most mobile will play the .3GP format.

You have received a P2P video mail from [5555555512](#) at your Z- 340 [5555555555](#)

Want an ultimate experience? Check out the new Z videophones at [www.zvrs.com](http://www.zvrs.com)!

[Click here](#) to download the .3GP file or open the enclosed .3GP file attachment. BlackBerry users, you must save the file with the ".3gp" extension.

If you are unable to view your WMV video mail file, [click here](#)



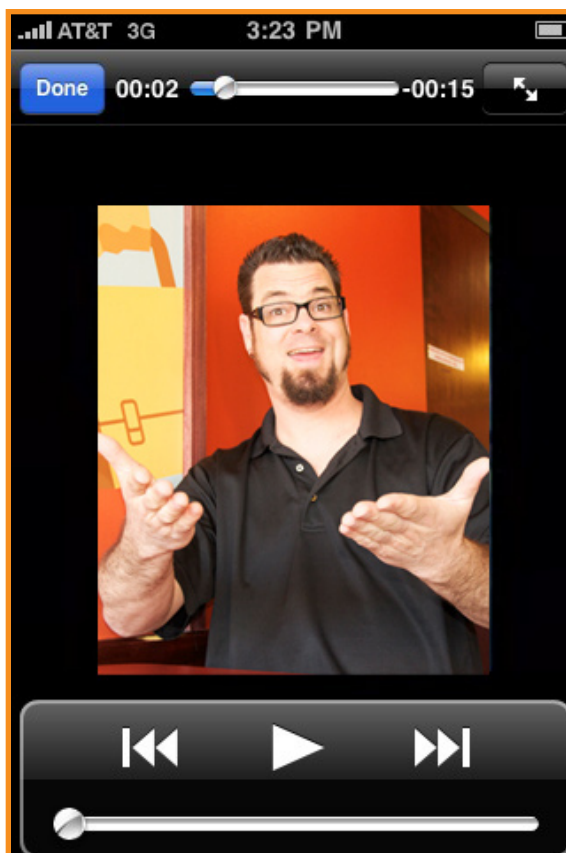
videomail.wmv



**videomail.3gp**

278 KB

#### iPhone




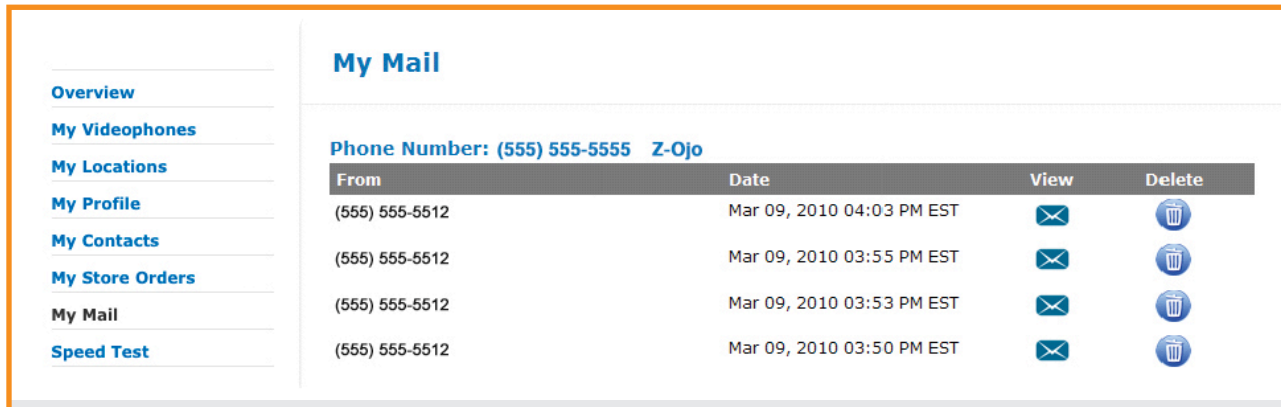
#### BlackBerry



## 2. PROFILE









My Mail video messages will also be available by logging into My Profile at [www.zvrs.com](http://www.zvrs.com).

After logging in, click on **My Mail** and click on the **View** icon  next to the appropriate phone number. The video messages are embedded (similar to YouTube), so there is no need to download them if you are using a public workstation, such as those at a library. There is no limit to the number of messages you can store on the server, but each message will be stored for only **15 days**.



**My Mail**

Phone Number: (555) 555-5555 Z-Ojo

From	Date	View	Delete
(555) 555-5512	Mar 09, 2010 04:03 PM EST		
(555) 555-5512	Mar 09, 2010 03:55 PM EST		
(555) 555-5512	Mar 09, 2010 03:53 PM EST		
(555) 555-5512	Mar 09, 2010 03:50 PM EST		



**My Mail**

Phone Number: (555) 555-5555 Z-Ojo

From	Date	View	Delete
(555) 555-5512	EST		
(555) 555-5512	EST		
(555) 555-5512	EST		
(555) 555-5512	EST		

A video player overlay is shown, displaying a man in a black shirt and glasses gesturing with his hands. The video player has a progress bar at the bottom showing 00:06 / 00:20.

To delete a video message, simply click on the **Delete** icon  next to the appropriate phone number.

## 2. PROFILE

You can also modify your My Mail greeting for hearing callers in My Profile. This greeting is a text format that the video interpreter will read to the hearing caller. Your greeting will automatically be set to the default greeting. However, if you want to customize the greeting, you have that option. After logging into My Profile, select **My Videophones**, then the appropriate phone number. Click on the **Custom** button and type your new greeting into the field that appears, then click **Save** at the bottom of the page.

Enable My Mail

**Email:**

**Email:**

**Email:**

VRS Video Mail Custom Greeting  Default  Custom

Hello, you have reached (111) 222-3333. I can't take your call right now, but if you leave your name, phone number and a brief message, I will return your call as soon as possible.

Enable My Mail

**Email:**

**Email:**

**Email:**

VRS Video Mail Custom Greeting:  Default  Custom

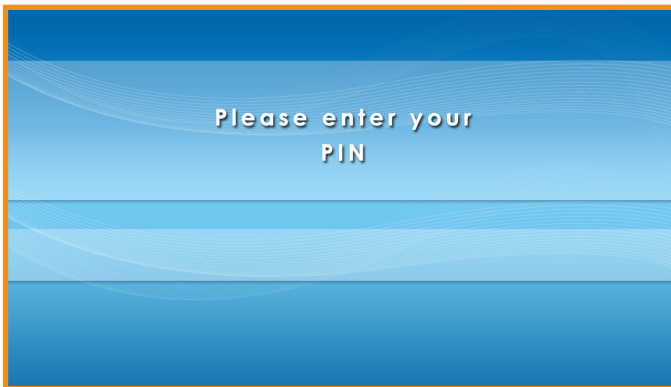
## 3. Z PHONE

You can also access your video message mailbox through your Z phone either using the pre-programmed speed dial called **My Mail**, which is located on top of **My Contacts** or manually dialing your 10-digit local phone number. \* If PIN Validation is turned on, enter your **four-digit PIN**. If you enter the wrong PIN three times, it will automatically disconnect the call.

<b>Video Mail PIN:</b>	1234
<b>MAC Address:</b>	00025401df41
<b>Serial Number:</b>	09060282540127003101
<b>Zconnect IP Address:</b>	55.55.55.55

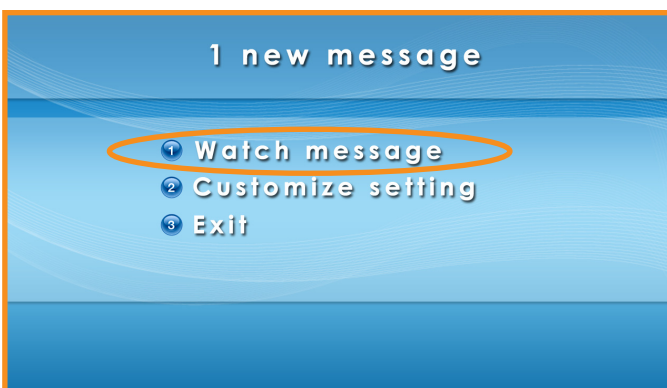
Save

*NOTE: Your PIN must be four digits. If you have forgotten your PIN, you can access My Profile by typing in [www.zvrs.com](http://www.zvrs.com) > My Profile > My Videophones > click videophone number*

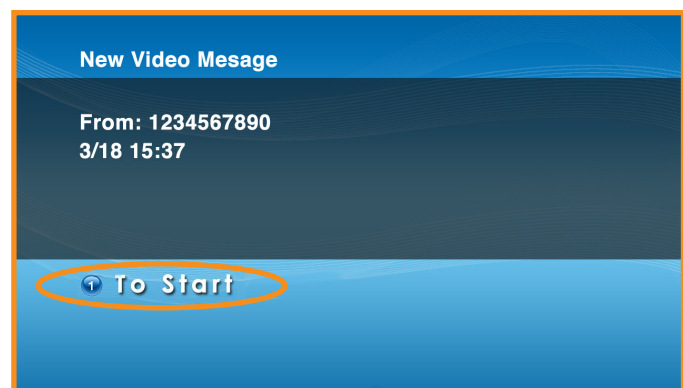


## View Messages

**1.** To view a message, press **1** to access messages from the mailbox home screen.



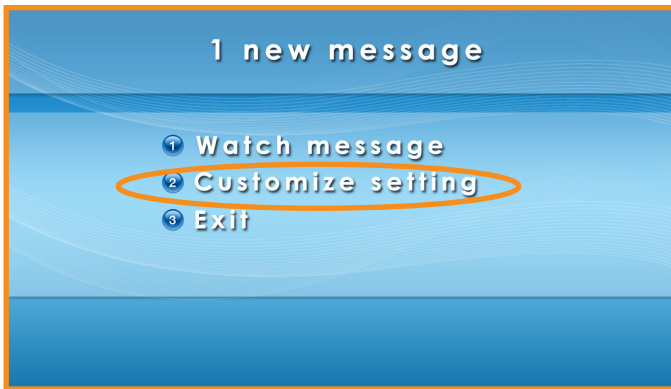
**2.** Press **1** again to start message.



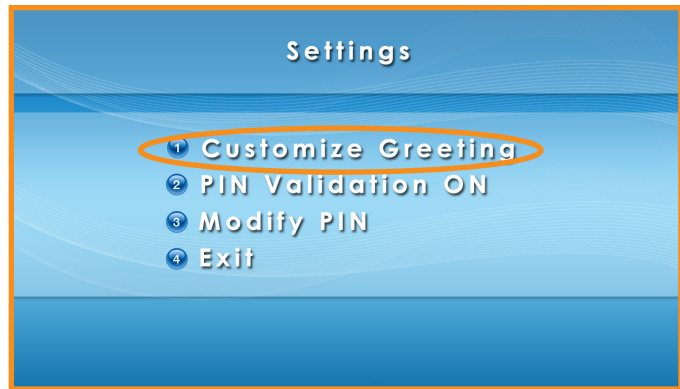
*NOTE: You can press **8** at any time while viewing a video message to return to the previous menu.*

### Customize Settings: Record Video Greeting

1. To record your greeting message, press **2** on the mailbox home screen.



2. Press **1** to customize your video greeting.



3. Press **2** to **add** video greeting message.



4. After pressing **2**, you will see this message. Wait until you see the recording screen.

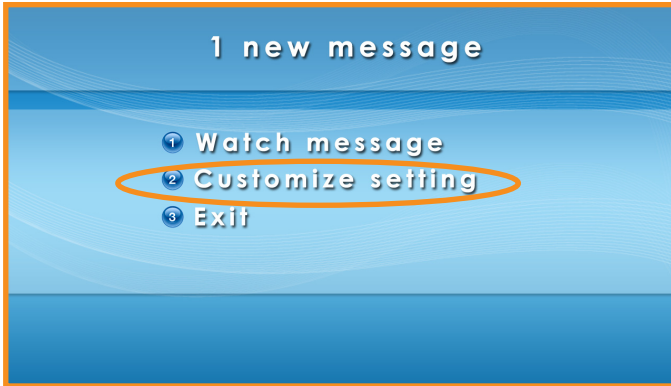


5. After completing your greeting message, press **1** to end recording. It will return to welcome settings.

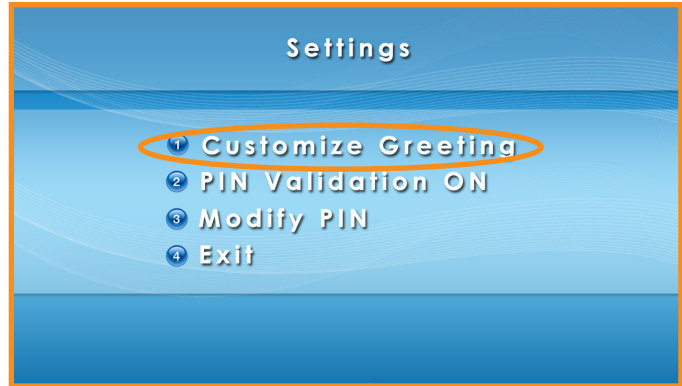


### Customize Settings: Change Video Greeting

1. To change your greeting message, press **2** on the mailbox home screen.



2. Press **1** to customize your video greeting.



3. Press **2** to **change** video greeting.



4. After pressing **2**, you will see this message. Wait until you see the recording screen.



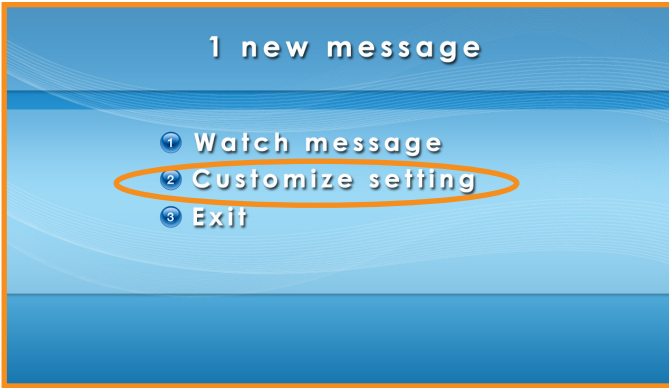
5. After completing your greeting message, press **1** to end recording. It will return to welcome settings.



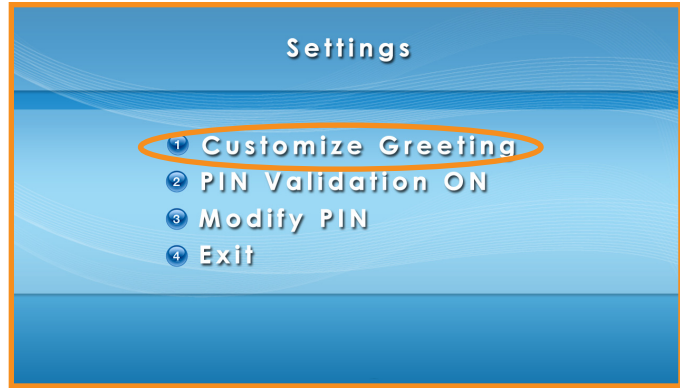


### Customize Settings: Watch Video Greeting

1. To watch your greeting message, press 2 on the mailbox home screen.



2. Press 1 to access greeting settings.

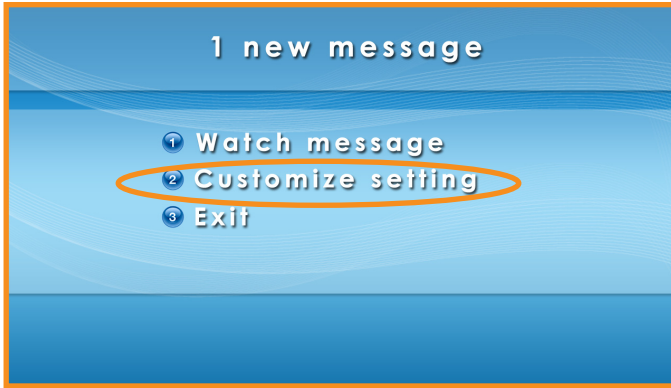


3. Press 1 to view your video greeting message. Press 4 to exit.

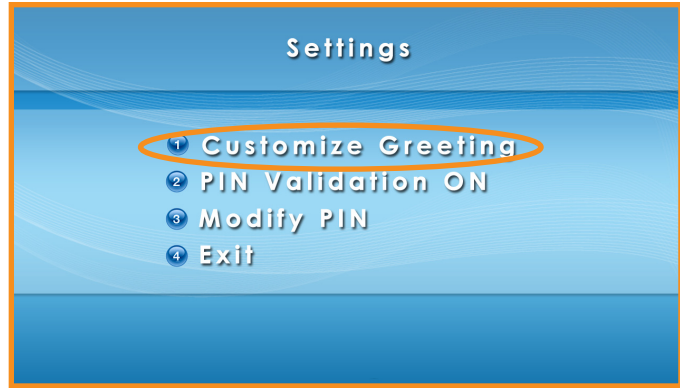


### Customize Settings: Delete Video Greeting

- 1.** To delete your greeting message, press **2** on the mailbox home screen.



- 2.** Press **1** to access greeting settings.



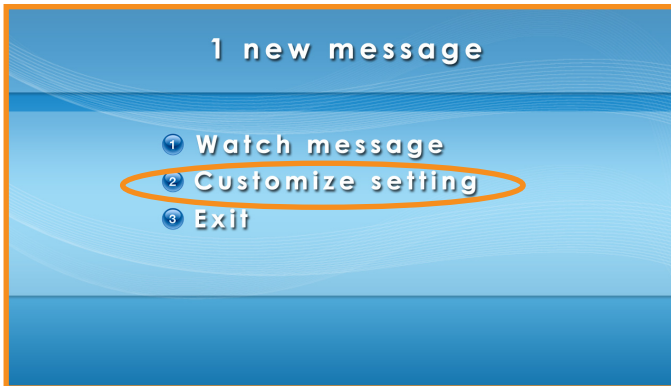
- 3.** To remove your video message, press **3** to delete recording.



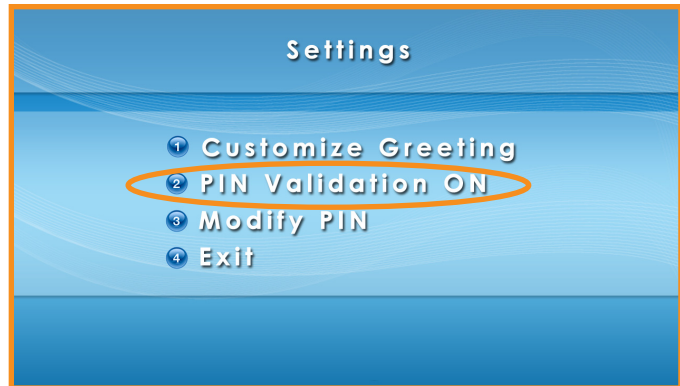
### Customize Settings: PIN Validation

PIN validation is your four-digit numeric security code to access your video message for security purposes.

1. Press **2** to access settings from the mailbox home screen.



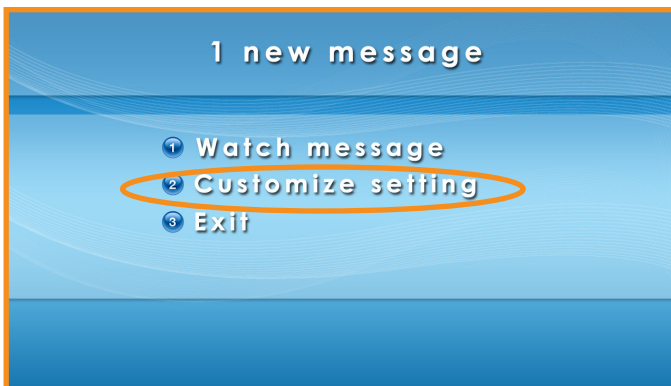
2. Press **2** to turn PIN Validation on or off.



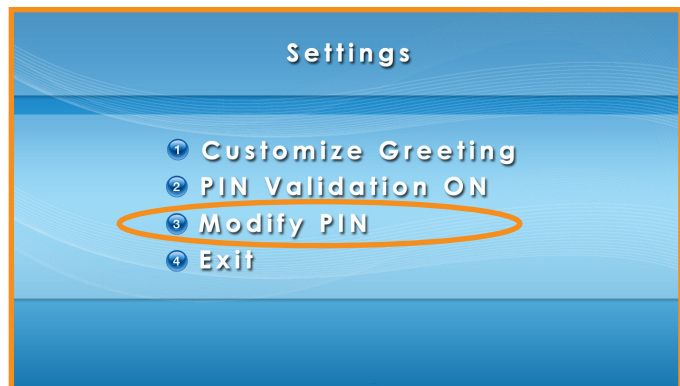
### Customize Settings: Change PIN

PIN validation is your four-digit numeric security code to access your video message for security purposes.

1. To change your PIN, press **2**.



2. Next, press **3** and follow the sequence to change your PIN.



## CUSTOMER CARE

If you have a problem placing or receiving calls, there is no need to worry, because The Z™ has Customer Care representatives ready to help!

You have several ways to contact Customer Care:

**VIDEOPHONE:** [help.zvrs.tv](http://help.zvrs.tv) or 866-932-7891

**EMAIL:** [help@zvrs.com](mailto:help@zvrs.com)

**FAX:** 727.214.0367

**VOICE:** 800.296.3808

**iPhone:** 866.997.3628