Managing Your Greetings

Messaging offers a variety of greeting options for your mailbox. Below is a list of the different greeting options and their intended purpose.

• **Default Greeting** – The default greeting is the principal greeting for your mailbox. Once recorded, it is played each time a call is sent to your mailbox.

• **Extended Absence Greeting** – The extended absence greeting is used when you are away from the office for an extended period of time; for instance a business trip or vacation. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.

• **Out of Office Greeting** – The out of office greeting is used when you are away from the office for a short period of time. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.

• **Busy Greeting** – Depending on how your telephone extension is configured, the busy greeting can be used for when calls arrive at your mailbox, either because the auto attendant dialed your extension and received a busy signal, or if your extension is programmed with a busy forward to voice mail. You can record a custom greeting advising callers that you are on the phone and you will return their call promptly. If you are not busy on the phone, callers will receive your Default Greeting.

• **Custom Greetings** – Each mailbox can have up to nine custom greetings. Custom greetings can be used for special advisements to callers for which you don’t want to rerecord your default greeting or use an extended absence greeting. For example, you may use a custom greeting to advise callers that you are not in the office due to weather conditions, or to give callers other special instructions.

Manage your Default Greeting

When you access your mailbox for the first time you will be asked to record a personal greeting. You have the option of changing this greeting at any time.

1. Call the voice messaging system and select 3 2 1 from the subscriber’s menu to change your default greeting. Press any key when you are done recording.
2. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Activate your Extended Absence Greeting

You can set up your extended absence greeting which will replace your default greeting when activated.

1. Call the voice messaging system and select 3 2 2 from the subscriber’s menu to access your extended absence greeting. The system will advise you whether your Extended Absence Greeting is activated or deactivated.
2. If an Extended Absence greeting has already been recorded, you can press 1 to activate the greeting.
3. To listen to the greeting you have recorded press 2, to record the greeting press 3.
Deactivate your Extended Absence Greeting
Call the voice messaging system and select 3 2 2 from the subscriber’s menu. The system will advise you whether your Extended Absence Greeting is activated. To deactivate your Extended Absence Greeting, press 1. This will restore your Default Greeting.

Manage your Busy Greeting
To manage your Busy Greeting:
1. Call the voice messaging system and select 3 2 3 from the subscriber’s menu to access your Busy Greeting.
2. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Manage your Out of Office Greeting
To manage your Out of Office Greeting:
1. Call the voice messaging system and select 3 2 4 from the subscriber’s menu to access your Out of Office Greeting.
2. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Manage your Custom Greetings
To manage your Custom Greetings:
1. Call the voice messaging system and select 3 2 5 from the subscriber’s menu to access your Custom Greetings.
2. Press 1 ~ 9 to select the Custom Greeting you wish to manage.
3. To activate the greeting press 1
4. To listen to the greeting you have recorded press 2, or to record the greeting press 3.

*Note: To deactivate the custom greeting follow the instructions above only pressing 1 to deactivate instead of activating the greeting.

*Note: outside the office when calling into the office and you hear the voicemail you will press # and it will ask you to enter your mailbox number followed by your password.