

Manage Voicemail Greetings

Scope:

The following steps will allow you to change your voicemail greeting.

Requirements:

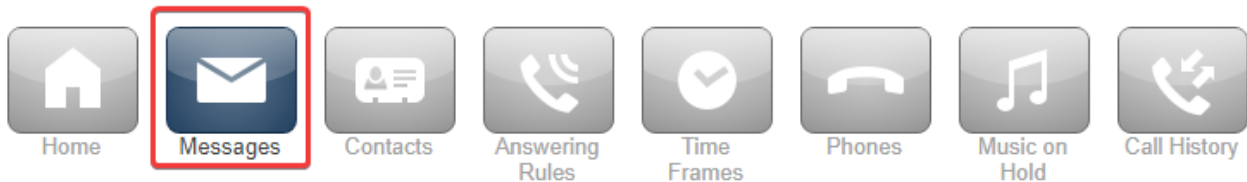
- User Extension
- Voicemail Pin

Managing Via Phone

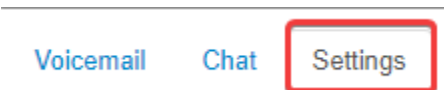
1. From your phone press the **Messages** key or dial 9901
 2. Enter your **Voicemail PIN** followed by the # key
 3. Press 6 for the **Greetings Menu**
 4. Press **1** to record your new greeting
 5. Press **1** to record a greeting
 6. Record your greeting and press **#** when you are finished
 7. Press **1** to keep the new recording or press 0 to keep the old greeting
 8. Hang up the call
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Managing Via Web Portal

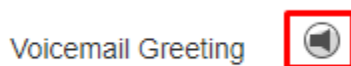
1. Using any browser log into the manager portal
2. Click on the **Messages** button at the top



3. Click on **Settings**

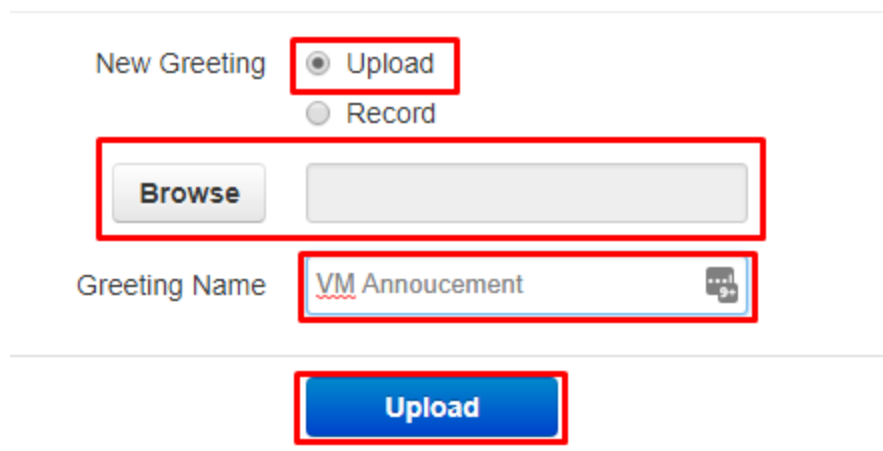


4. Click on the speaker icon next to **Voicemail Greeting**



5. Select how you want to set your new greeting:

- **Upload :**
 - Click **Browse** to upload any pre-recorded WAV or MP3
 - Enter a **Greeting Name**
 - Click **Upload**



A form titled 'New Greeting' with two radio buttons: 'Upload' (selected and highlighted with a red box) and 'Record'. Below the radio buttons is a 'Browse' button and a text input field, both highlighted with a red box. The input field contains the text 'VM Annoucement' and has a small speech bubble icon to its right. At the bottom of the form is a large blue 'Upload' button, also highlighted with a red box.

6. **Record :**

- Enter your extension number or external phone number to record your greeting from
- Enter a **Greeting Name**
- Click **Call**
- Follow the instructions

New Greeting Upload
 Record

Call me at

Greeting Name

Call

7. Click **Done**