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| **Changing System Greeting on a Stratagy Voicemail System (CTX/CIX Systems Only)** |  |  |

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| **1. From your desk dial voice mail pilot extension - usually 5002. When prompted for a security code do not press anything3. When the auto attendant begins to play press the \* key4. When prompted for a User ID press 9905. When prompted for a Security Code enter the Security Code for the greeting box - if you do not know this code contact your system administrator or a Telephone Support Systems representative6. Select option 3 - Manage your Mailbox7. Select option 1 - Record Greeting - this is the lead in greeting where you would say something like "Thank you for calling ABC Company"8. Select option 1 - Greeting Number 1 (you have up to 8 greetings you can record)9. Select option 2 - Re-Record Greeting10. Record your greeting11. Press # after speaking12. Follow options (listen - 1, re-record - 2, save - 9) - 13. Make sure you set the greeting you recorded to be the current active greeting14. When completed with recording press 9 three times and Hang Up15. Repeat above steps for box 991 - this is the routing greeting where you would say something like "If you know your parties extension you may enter it at any time....."** |

For additional help please call our office at 249-248-0000 (Michigan) or 239-561-0090 (Florida) |