Overview

The greeting is what callers hear when they reach your voice mail. It is important to record your own personal greeting because the default greeting is anonymous: It does not play your name announcement or your phone number.

Recording a Personal Greeting

The personal greeting is the usual outgoing message that callers hear when they are sent to your voice mail. Follow these steps to record a new personal greeting. Press * at any time to cancel or to return to the previous menu.

1. Access your voice mail.
2. At the main menu, press 9 to open the user options menu.
3. Press 1 for greetings and name announcement options.
4. Press 1 to modify greetings.
5. Press 1 to record a new generic greeting.
6. Press 1 to hear the current greeting. To record a new greeting, wait for the tone. Press # when you are done.
7. The system will play back what you just recorded.
   • Press 2 if you want to rerecord.
   • Press 1 when you're happy with what you've recorded.
   • Press 3 if you'd rather use a prerecorded default greeting.
   Note: The default greeting is anonymous. It does not play your name announcement or your phone number.
8. Press * to exit.

Extended Absence Greetings

The extended absence greeting allows you to record a secondary greeting without erasing your usual generic greeting.

Follow the steps below to record a new extended absence greeting. Press * at any time to cancel or to return to the previous menu.

1. Access your voice mail.
2. At the main menu, press 9 to open the user options menu.
3. Press 1 for greetings and name announcement options.
4. Press 1 to modify greetings.
5. Press 2 to record a new extended absence greeting.
6. Press 1 to hear the current greeting. To record a new extended absence greeting, wait for the tone. Press # when you are done.
7. The system will play back what you just recorded.
   • Press 2 if you want to rerecord.
   • Press 1 when you're happy with what you've recorded.
   • Press 3 if you'd rather use a prerecorded default greeting.
   Note: The default greeting is anonymous. It does not play your name announcement or your phone number.
   • Press 1 to turn on your extended absence greeting.
8. Press * to exit.

When you access your voice mail, the system will remind you that your extended absence greeting is on until you reset it to your generic greeting.
Setting Your Greeting

Follow the steps below to set either your generic or extended absence greeting. Press * at any time to cancel or to return to the previous menu.

1. Access your voice mail.
2. At the main menu, press 9 to open the user options menu.
3. Press 1 for greetings and name announcement options.
4. Press 3 to set your current greeting.
5. Press 1 to toggle between your generic and your extended absence greeting.
6. Press * to exit.

Name Announcement

Your name announcement identifies you to callers. For example, when someone plays the envelope information for a message you left, the system will use your name announcement recording to identify you as the sender.

Note: The default greeting does not include your name announcement or phone number. Be sure to record a personal greeting.

Follow these steps to record a new name announcement. Press * at any time to cancel or to return to the previous menu.

1. Access your voice mail.
2. At the main menu, press 9 to open the user options menu.
3. Press 1 for greetings and name announcement options.
4. Press 2 to modify your name announcement.
5. To record a new name announcement, wait for the tone. Press # when you are done.
6. The system will play back what you just recorded.
   • Press 2 if you want to rerecord.
   • Press 1 when you're happy with what you've recorded.
   • Press 3 if you'd rather the system spoke your phone number to identify you.
7. Press * to exit.