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How to Guide Setting Voicemail Greetings

Access the VM Account

First access your voice mail account. This can be done (typically) by pressing the **Message** button your phone. Other ways are to dial 5001 if you are on the telephone extension that the greeting is for. Use 5000 if you are not at the extension that the greeting is for or you are using the hotdesking feature.

Enter the PIN that you generated from the Welcome Email.

Get to the Greeting Menu

The first time you access voice mail the greeting menu will come up. Subsequent access will require the user to access the Greetings Menu. Here is a layout of the greetings menu. Normally this is option 6 from the voice mail menu.



Once you are at option 6, the greetings menu, you can record the greeting by selecting option 1. To hear greetings already recorded press 2. Normally we only use one greeting, but you can store greetings for events such as being out of the office. Then select the greeting to be used by selecting option 3.

For critical positions it is desirable to also state your name in the voice mail greeting. Here is a sample voice mail greeting...

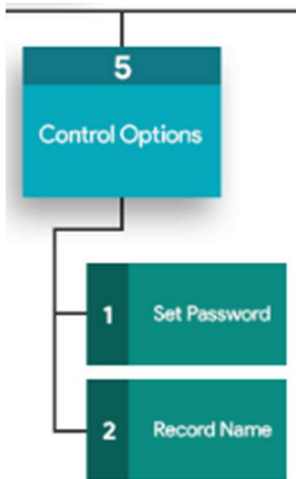
This is the desk of Bob Smith. I cannot take your call at the moment, however, if you leave your name, phone number and a short message I will be able to return your call.

Remember to select your greeting to activate it.



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To set your password (change it) use option 5. Your name can also be set with option 5. It is frequently desired to record a name. When you have a recorded name, transferred callers have verification that they are reaching the correct party.

Remember the above functions can be completed from your dashboard as well. They are under the voice mail tab.

Remember to do all of the above functions under the correct extension number.

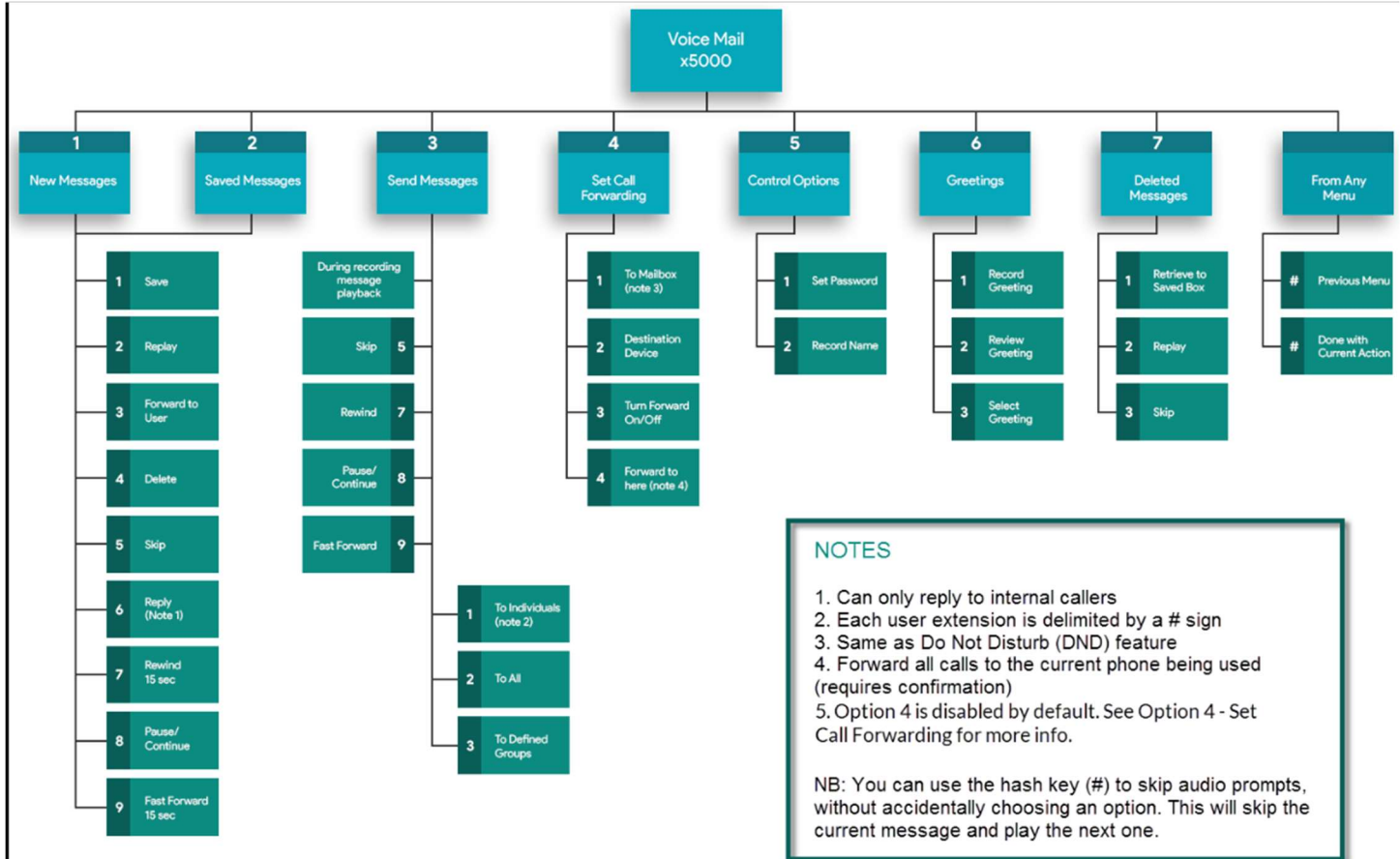
Finally, many customers find it easier to just record their recorded name and their recorded message on their iPhone or android device and share it on a ticket to Abadata (magic@abadata.com) or my personal cell (989-225-3279). Be certain to indicate your organization name, your name and your extension number when sending recordings. To do this just use the Voice Memo on your phone and then share it.

If all else fails just open a ticket and we will walk you through what to do. 😊



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