Change voicemail greetings



Note

There is a difference between changing No Answer Greeting and Busy Greeting, please verify which one needs to be changed or both



Quick Reference Guide

Evolved Voicemail Quick Reference Guide

Change Busy or No Answer Greetings

- Log in to the voiceportal by pressing the Messages button on your phone
 - Button could also be a picture of an envelope
- The system will ask you to enter in your voicemail passcode. Enter in your voicemail passcode then press pound (#)
- Press 1 to access your voicemailbox
 - System will play a recording that starts with "Welcome to your ComPilot Voiceportal"
- Press 2 to change Busy Greeting
 - This is the greeting that plays when you are currently on the phone and another call comes in
 - Press 1 to record a new greeting
 - Press 2 to play current greeting
 - Press 3 to revert back to default system Busy Greeting
 - O Press * to return to previous menu
 - Press # to repeat menu
- Press 3 to change No Answer Greeting
 - o This is the greeting that plays when you do not answer your phone
 - Press 1 to record a new greeting
 - Press 2 to play current greeting
 - Press 3 to revert back to default system No Answer Greeting
 - Press * to return to previous menu
 - Press # to repeat menu

Change Name or Conference Greetings



Note

The "Name" greeting is the audio that plays when a caller is transferred to your phone. The system will say "Transferring to <name>"

The "Name" greeting is also used when the default system No Answer or Busy greeting is used. The system will say " <name> is not available right now, please leave a message"

- Log in to the voiceportal by pressing the Messages button on your phone
 - Button could also be a picture of an envelope
- The system will ask you to enter in your voicemail passcode. Enter in your voicemail passcode then press pound (#)
- Press 3 to go to the Greetings Menu
- Press 1 to change your Name
 - Press 1 again to record new Name
 - o Press 2 to play current Name
 - Press * to return to previous menu
 - Press # to repeat menu
- Press 2 to change Conference greetings
 - Enter a Bridge (telephone or extension) Number and press #
 - Enter a Conference ID and press #
 - Press 3 to record a new conference ID
 - Press * to return to previous menu
 - Press # to repeat menu



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To access your voicemail box on phones without the Messages or Envelope key on the phone, simply dial *62