

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
 - Press * to return to previous menu
 - Press # to repeat menu
- Press 3 to change No Answer Greeting
 - **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
 - 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



Tip

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