Voice Mail Instructions

Create Personal Greetings – Advanced

After you have recorded several personal greetings, you may want to assign those greetings to specific types of incoming calls. Besides the basic mode of using one greeting for all calls, you can set up specific greetings for:

1) internal and 2) external calls
1) busy and 2) no answer calls
1) prime-time internal, 2) prime-time external, and 3) out-of-hours calls
1) prime-time busy, 2) prime-time no answer, and 3) out-of-hours calls

The first step is to define the types of calls you want to differentiate.

Define Call Types (the first time)

Press **3** then **4** from the Activity Menu.
Press one of the following:
  - **1** to differentiate internal/external calls.
  - **2** to differentiate busy/no answer calls.
Press one of the following:
  - **3** to differentiate out-of-hour's calls.
  - **4** to make no distinction between prime time and out-of-hours calls.
  - **5** for Same Greeting for All Calls.
Press **#** to approve.

> ### Tips
> When you select the out-of-hours call type, the other call types automatically apply only to prime time calls.
> You must make a choice between internal/external and busy/no answer call types. The system is not set up to handle both sets of situations simultaneously.

Call Types

<u>Internal calls</u> come from callers at your location. *External* calls come from outside your location.

<u>Busy calls</u> are those that come in when you are already using your phone line(s). *No answer* calls are those that come in when you do not answer.

<u>Out-of-hours calls</u> are those that come in after standard business hours defined by your system administrator. (Weekend greetings must be activated manually.)

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Change Call Type Definition

1. Press **3** then **4** from the Activity Menu.
2. Press any combination of the following:

   - **1** to differentiate internal/external calls.
   - **2** to differentiate busy/no answer calls
   - **3** to differentiate out-of-hours calls.
   - **4** to turn off out-of-hours differentiation.
   - **5** to use a single greeting for all calls (negate call type definition).

3. Press **#** to approve.
Create Personal Greetings – Advanced (Cont)
After you have recorded multiple personal greetings and defined the call types to which you want to assign those greetings, use the following procedures to assign greetings to call types.

Tips
To deselect a call type, simply select another call type in its place.
To deselect a greeting, simply select another greeting in its place.

Assign Greetings to Call Types

1. Press **3** from the Activity Menu.
2. Listen to the summary of active greetings.
3. Press **3** to activate a greeting.
4. Enter **0-9** to indicate which greeting you want to assign to a call type.
5. Press any combination of the following:
- **1** to use the greeting for each call type.
- **2** to use the greeting for Internal (or Busy) calls
- **3** to use the greeting for External (or No Answer) calls.
- **4** to use the greeting for Out-of-hours calls.
6. Press **#** to approve.
7. Press *** R** or *** 7** to return to the Activity Menu.

Tips

To set up different greetings strictly for prime time and out-of-hour's calls, you must assign the same greeting to the two prime time calls types (internal and external or busy and no answer).
Your specific options at step 5 depend on the call types you chose to differentiate. Listen to the voice prompts for guidance.