



# *Southern*

West Virginia Community and Technical College

## ***Setting Voicemail Greetings***

When a caller dials your phone number and you are not able to answer the call, the caller is sent to your voicemail box. There are several greetings that can be presented to the caller and you have control over what the caller will hear. The default setting for your voicemail is that only the standard greeting is active. There are several other greetings that you can record and turn on to give your callers a more specific greeting depending on circumstances. The greetings available are:

- 1) Standard Greeting – This is the normal greeting that an outside caller will hear during normal business hours.
- 2) Alternate Greeting – This is a greeting you can record for times that you are out of the office. You must turn it on when you want it to start and it will take the place of the standard greeting. There is an option to put an end date so that the alternate greeting is disabled and your standard greeting is re-enabled at a predetermined time. This avoids the scenario where you forget to turn off your alternate greeting when you are back in the office.
- 3) Closed Greeting – If you enable and record this greeting, it will automatically be used at times defined by the system administrator as being outside of normal business hours. You have the ability to set an end date, but this greeting will only be played to callers outside of the normal weekly schedule of business hours. Typically, if you enable this greeting, you will not want to set an end date.
- 4) Busy Greeting – If you enable and record this greeting, it will automatically be used any time a caller calls you while you are on the phone. If it is important for your callers to know that you are on the phone rather than being away from the office, record and enable this greeting. Typically, if you enable this greeting, you will not want to set an end date.
- 5) Internal Greeting – If you enable and record this greeting, it will automatically be used any time a caller calls you from another college owned telephone. With this greeting, you can present a different message to fellow employees than you do to callers from outside the college.
- 6) Holiday Greeting – If you enable and record this greeting, it will automatically be used any time a caller calls you during a college scheduled holiday. All college holidays are maintained by the system administrator. If you are away from the office only during the times the college is closed for a holiday, this greeting is a good option. If you are taking extra time off around the holiday, you will need to use the alternate greeting as you control when it starts and ends rather than using the college's office holiday schedule. If you record this greeting with a generic holiday message, not mentioning the name of the specific holiday or the specific dates in your greeting, then you could leave this enabled all the time and this generic holiday greeting will be presented to callers during any holiday during the year.

For all of these greetings, you can record a specific message or you can use the “system greeting.” The system greeting is a generic greeting stating that you aren't available and playing your recorded name, if you have

recorded your name. If you use the system greeting, there is no real value to using anything other than the standard greeting as no specific information is being given to the caller based on the circumstances around their call. The system greeting says, "Sorry, <your recorded name> is unavailable." If you have not recorded a name, your extension number will be spoken rather than your recorded name. You were prompted to record a name when you initially set up your voicemail box, so there should always be a recorded name.

#### DIALING IN TO VOICEMAIL FROM ON CAMPUS OR OFF CAMPUS

In order to make any changes to your setup, dial in to the voicemail system. From a campus telephone, press the "Messages" button on your phone and you will be prompted to enter your PIN. You can also make changes to your settings from off campus by dialing your own campus telephone number. When your voicemail greeting starts playing, press the star key (\*) on your phone to indicate you are a user of the voicemail system. You will be prompted for your ID. Your ID is your 4 digit campus extension. Then you will be prompted for your PIN and have access to the same system you have on campus.

#### CHANGING YOUR RECORDED NAME

To change your recorded name, dial in to the voicemail system (see instructions above). Press 4 for Setup Options, press 3 for Preferences, press 2 for Recorded Name. Follow the prompts to record your name.

#### CHANGING YOUR GREETINGS

To change your greetings, dial in to the voicemail system (see instructions above). Press 4 for Setup Options, press 1 for Greetings. Follow the prompts to record or turn on any of the greetings. When you turn on any of the greetings, you will be prompted to press pound (#) for no end date or press 1 to set a specific date and time that this greeting will be turned off and control is returned to the standard greeting.