Unified Messaging voice mail greetings
IT Documentation Team, November 2013 (Reviewed August 2015)

This fact sheet is part of the Unified Messaging voice mail series. For help getting started with voice mail, see our fact sheet: Setting up Unified Messaging voice mail for the first time.

About voice mail greetings
Outlook Voice Access provides two types of greetings that are played when a call goes to voice mail:

- The voice mail greeting is played if you are in the office.
- The Out of Office greeting is played if your out of office status is turned on.

Change your voice mail greetings
You may wish to change your greetings from time to time. You can:

- Record your name in your own voice to be played to anyone leaving a message for you.
- Record a personal greeting that is played to callers.
- Record a different greeting message for when you are out of the office.

Record your own name
We highly recommend that you record your name yourself. It is used every time you call into Outlook Voice Access and it is also used as part of your greetings.

1. Access your voice mail (you will need your telephone extension number and PIN).

<table>
<thead>
<tr>
<th>From:</th>
<th>Dial:</th>
</tr>
</thead>
<tbody>
<tr>
<td>...your own extension</td>
<td>4444</td>
</tr>
<tr>
<td>...another University extension</td>
<td>4444 then * and your extension</td>
</tr>
<tr>
<td>...outside the University (4 digit extension)</td>
<td>(01224) 274444 then your extension</td>
</tr>
<tr>
<td>...outside the University (5 digit NHSG extension)</td>
<td>(01224) 274400 then your extension</td>
</tr>
</tbody>
</table>

2. From the main menu:
   - If using the Voice Interface: Say Personal Options
   - If using the Touchtone Interface: Press 6

3. Press 2 to record Greetings – including your Name.
   - To record your Name, press 3.

4. Press 1 to begin recording your greeting.

5. Record your Name and press # when finished.

6. Your Name will be replayed.

7. After recording your Name:
   - Press 1 to Accept.
   - Press 2 to Re-record.
   - Press * to Cancel and use the default pronunciation provided by Outlook Voice Access.

8. Once you accept your recording, press ** to return to the main menu.

Record a personal greeting
When your line is busy or there is no answer, your greeting message will be played.

1. Access your voice mail.

2. From the main menu:
   - If using the Voice Interface: Say Personal Options
     (from this point you will then need to use the touchtone interface to continue).
   - If using the Touchtone Interface: Press 6
3. Press 2 to record your Greetings.
   - Press 1 to select Record your Personal Greeting.
4. Press 1 to begin recording your greeting.
5. Record your Personal Greeting and press # when finished.
6. Your Personal Greeting will be replayed.
7. After recording your Personal Greeting:
   - Press 1 to Accept.
   - Press 2 to Re-record.
   - Press * to Cancel and use the Out of Office Greeting provided by Outlook Voice Access.
8. Once you accept your recording, press ** to return to the main menu.

Record an Out of Office greeting
When your status is out of office, your Out of Office greeting message will be played.
1. Access your voice mail.
2. From the main menu:
   - If using the Voice Interface: Say Personal Options (from this point you will then need to use the touchtone interface to continue).
   - If using the Touchtone Interface: Press 6
3. Press 2 to record your Greetings.
   - Press 2 to select record your Out of Office Message.
4. Press 1 to begin recording your greeting.
5. Record your Out of Office greeting and press # when finished.
6. Your Out of Office greeting will be replayed.
7. After recording your Out of Office greeting:
   - Press 1 to Accept.
   - Press 2 to Re-record.
   - Press * to Cancel and use the Out of Office Greeting provided by Outlook Voice Access.
8. Once you accept your recording, press ** to return to the main menu.

Turn ON your out of office greeting/email reply by telephone
1. Access your voice mail.
2. From the main menu:
   - If using the Voice Interface: Say Personal Options
   - If using the Touchtone Interface: Press 6
3. Press 1 to turn on your Out of Office greeting.
   If you have already recorded an Out of Office greeting, then your greeting will play. If you have not already recorded an Out of Office greeting, then press 1 to record one now:
   - Press 1 to Accept.
   - 2 to Re-record.
   - 3 to Delete and use the Outlook Voice Access standard greeting.
4. If you do not already have your Out of Office automatic email replies switched on, you will be asked if you wish to also start sending Out of Office email replies:
   - Press 1 to turn it on.
   - Press * if you want to leave it off and return to the Personal Options menu.
Turn OFF your out of office greeting/email reply by telephone

1. Access your voice mail.
2. From the main menu:
   - If using the **Voice Interface:** Say **Personal Options**
   - If using the **Touchtone Interface:** Press 6
3. Press 1 to turn off your **Out of Office greeting**.
   - If you also have your Out of Office automatic email replies turned on, you will be asked if you want to turn this off as well. If you do not have your email Out of Office reply turned on, then you will return to the Personal Options menu.
4. If Out of Office email reply is on,
   - Press 1 to turn it **off**.
   - Press * if you want to leave it **on** and return to the Personal Options menu.

   If you have chosen to divert your calls, you must also cancel diverting calls to return your telephone to its original state.